Appendix E

Observation List and Status

This page is intentionally blank.

Observation List and Status (Appendix E)

Observations are used as an early warning process to notify the Florida Public Service Commission (FPSC), BellSouth, ALECs and other involved parties of adverse issues identified during the OSS test that might result in a negative finding in the final report. Observations identified a possible deficiency in BellSouth's practices, processes, policies or system characteristics that, in the opinion of KPMG Consulting, was significant enough to require a formal response from BellSouth. Such a deficiency occurred where internal BellSouth practices, procedure, policy, system, or document did not match actual practice or where there was an absence of such practice, procedure, policy, system or document.

Observations provided BellSouth with a formal means of obtaining information immediately after identification of these issues so that corrective action plans might be initiated, and, if possible, completed before publication of the final report. Prior to issuing an Observation, KPMG Consulting conducted an investigation of the issue, including a management review and authorization. The FPSC's website provided public access to information about each Observation including a description of the issue and the current status. In addition, the FPSC facilitated formal weekly discussions between involved parties to allow for timely exchange of information including status of corrective action plans. Once received, the formal BellSouth written response was posted to the FPSC sponsored website. If in the response to the Observation, BellSouth made a change to a process, system, or document, KPMG Consulting retested the area as appropriate. If the retest was successful and no further problems were identified, KPMG Consulting recommended closure of the Observation to the FPSC. With the concurrence of the FPSC, the observation was closed. If an Exception was not resolved, the cycle continued until closure was reached, no further action was warranted, or the FPSC specifically exempted the exception from further testing.

KPMG Consulting procedures required rigorous review of BellSouth documentation in order to answer open questions, to the extent possible, prior to developing process or transaction testing requirements. During the OSS test, issues arose that could not be resolved through further review of available BellSouth practices, procedures or documentation. Where these issues occurred, KPMG Consulting used the observation process to resolve these open questions.

The table below lists each Observation issued during the BellSouth OSS test and its status at test completion.

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
1	RMI	PPR5	BellSouth does not appear to have public documentation available for CLECs to establish connectivity for TAG, one of their preordering and ordering interfaces).	Closed	7/18/2000	3/21/2001
2	Metrics	PMR5	KPMG cannot replicate the values in the "Ordering: Percent Rejected Service Requests" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	7/25/2000	8/23/2000
3	Metrics	PMR5	KPMG cannot replicate the values in the "Ordering: Reject Interval for Non-Trunks" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	8/08/2000	8/23/2000

KPMG Consulting

Final Report as of July 30, 2002
Published by KPMG Consulting, Inc.
For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
4	Metrics	PMR5	KPMG cannot replicate the values in the "Ordering: Firm Order Confirmation Timeliness for Non-Trunks" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	8/08/2000	8/23/2000
5	Metrics	PMR5	KPMG cannot replicate the values in the "Provisioning: Average Completion Interval & Order Completion Interval Distribution" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	8/29/2000	10/25/2000
6	Metrics	PMR4	BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness {non-trunks} and Reject interval). BellSouth systematically excludes the entire weekend when calculating reject and firm order confirmation (FOC) intervals for the con-mechanized records of the PMAP Raw Data tables, even when a service request receives a reject or a FOC during the weekend.	Closed	8/30/2000	3/28/2001
7	Metrics	PMR5	KPMG cannot replicate the values in the "Provisioning: Average Completion Notice Interval" Service Quality Measurement report for the CLEC Aggregate and BellSouth Retail (May 2000).	Closed	9/07/2000	12/14/2000
8	Metrics	PMR5	KPMG cannot replicate the values in the "E911: Timeliness" Service Quality Measurement report (May 2000). KPMG also found that BellSouth documents two methods that are inconsistent for calculating the "duration" field used in E911 metrics values.	Closed	9/19/2000	10/18/2000
9	Metrics	PMR4 & PMR5	BellSouth does not properly construct the processed data used to validate the "Provisioning: Total Service Order Cycle Time" Service Quality Measurement (SQM) report for BellSouth Retail (May 2000) therefore KPMG Consulting cannot replicate the values.	Closed	9/21/2000	10/18/2000
10	RMI	PPR1	BellSouth does not follow its documented process of providing proper notification intervals when software interfaces are to be retired.	Closed	10/12/2000	2/22/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
11	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Percent Rejected Service Requests" Service Quality Measurement report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 21	10/25/2000	3/21/2001
12	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Reject Interval" Service Quality Measurement report for the CLEC Aggregate (May 2000). KPMG Consulting also found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 10	10/25/2000	12/06/2000
13	Metrics	PMR3	BellSouth does not properly notify CLECs when they initiate changes to published historical performance measurement reports and/or the raw data files associated with these reports after this information has been removed from the Performance Measurement and Analysis Platform (PMAP) web site.	Closed	11/03/2000	12/14/2000
14	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability LNP – Percent Missed Installation Appointments" Service Quality Measurement report (May 2000).	Closed	11/03/2000	5/02/2001
15	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Disconnect Timeliness Interval & Average Disconnect Timeliness Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 22	11/14/2000	3/21/2001
16	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Firm Order Confirmation Timeliness" Service Quality Measurement report (May 2000).	Escalated to Exception 11	11/14/2000	12/06/2000

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
17	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Percent Missed Installation Appointments (Non-Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	12/05/2000	2/07/2001
18	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Customer Trouble Report Rate" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	11/30/2000	2/07/2001
19	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	11/30/2000	1/24/2001
20	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	11/30/2000	1/24/2001
21	RMI	PPR1	The distribution of Carrier Notification information associated with the BellSouth Change Control Process is not adequate. Furthermore, in BellSouth's implementation of the process, significant information is not included in the Carrier Notifications.	Escalated to Exception 23	12/13/2000	3/21/2001
22	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Coordinated Customer Conversions Interval" Service Quality Measurement report for the CLEC Aggregate (September 2000).	Closed	12/15/2000	4/11/2001
23	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Reject Interval (Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (October 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	12/15/2000	2/28/2002
24	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).	Closed	12/15/2000	3/07/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
25	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.	Closed	12/15/2000	4/04/2001
26	RMI	PPR5	BellSouth does not have public documentation available for CLECs to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface with either the BellSouth Business Rules for Local Ordering OSS 99 or the BellSouth Pre-Order Business Rules.	Escalated to Exception 25	1/09/2001	3/21/2001
27	RMI	PPR1	BellSouth does not have a clearly defined process for addressing the expedited release of BellSouth documentation defects.	Escalated to Exception 26	1/09/2001	3/21/2001
28	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Operator Services and Directory Assistance: Speed to Answer Performance/Percent Answered within "X" Seconds - Toll" and the "Operator Services and Directory Assistance: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA) Service Quality Measurement reports for the CLEC Aggregate (May 2000).	Closed	1/17/2001	1/31/2001
29	RPM	TVV4	BellSouth failed to meet the Frame Due Time on Commercial CLEC loop migrations.	Closed	1/18/2001	2/28/2001
30	RPM	TVV4	The BellSouth UNE -Center does not always call the CLEC Network Operations Center (NOC) to verify and confirm Coordinated Conversions or calls a different telephone number than that which the CLEC designated as the Impcon on the LSR.	Closed	1/22/2001	4/25/2001
31	Metrics	PMR5	KPMG Consulting cannot replicate the values in the three Collocation Service Quality Measurement (SQM) reports, "Average Response Time," "Average Arrangement Time," "% of Due Dates Missed," for the CLEC Aggregate (May 2000).	Closed	2/22/2001	3/07/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
32	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000).	Escalated to Exception 27	1/24/2001	3/21/2001
33	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS99, Issue 9K, provides ambiguous information on conditional usage notes of the LOCACT field, a conditional field on the EU form when submitted via the Telecommunications Access Gateway (TAG) interface.	Escalated to Exception 28	2/01/2001	3/21/2001
34	Billing	TVV10	BellSouth improperly populates the "ToNumber" field in the related Daily Usage File (DUF) record for customer service calls (611 calls) placed from telephone numbers within the "407" area code.	Escalated to Exception 29	2/06/2001	3/21/2001
35	Billing	TVV10	BellSouth has improperly populated the "ToNumber" field in the Access Daily Usage File (ADUF) records for certain long distance calls.	Escalated to Exception 30	2/06/2001	3/21/2001
36	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for toll-free calls.	Escalated to Exception 31	2/06/2001	3/21/2001
37	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, provides information inconsistent with the system responses being generated in reference to the Carrier Identification Code field, a conditional field on the Local Service Request form.	Escalated to Exception 32	2/08/2001	3/21/2001
38	RPM	TVV4	BellSouth issued a Firm Order Commitment (FOC) on an xDSL/Line-Sharing order when the loop could not support xDSL service.	Closed	2/14/2001	5/16/2001
39	RPM	TVV4	BellSouth did not provision the Central Office splitter equipment assigned to a Line-Share order on the Firm Order Commitment (FOC) date.	Closed	2/15/2001	6/06/2001
40	RPM	TVV4	There are inconsistencies in BellSouth's process and technical documentation with regard to the allowable foreign voltage parameter established for xDSL loops.	Closed	2/15/2001	3/07/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
41	OM	TVV3	BellSouth Flow-Through documentation is incomplete and inconsistent, specifically the Flow-Through Ordering Matrix, Flow-Through Parameters, and the BellSouth Service Quality Measurement Plan LSR Flow-Through Matrix.	Escalated to Exception 33	2/15/2001	3/21/2001
42	Billing	TVV10	BellSouth failed to deliver Daily Usage File (DUF) records for a variety of completed calls.	Closed	2/21/2001	7/18/2001
43	OM	TVV1	KPMG Consulting is unable to complete several orders using the Electronic Data Interchange (EDI) interface.	Closed	3/02/2001	8/22/2001
44	RPM	PPR14	BellSouth does not meet the stated intervals and target objectives for maintenance on UNE Non-Designed (SL1) Loops.	Closed	3/06/2001	7/18/2001
45	RPM	TVV4	BellSouth returned Firm Order Commitment (FOC) Frame Due Times that do not match the regular hours for provisioning.	Closed	3/06/2001	2/13/2002
46	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, do not accurately describe the process for submitting orders for ISDN-BRI Resale Service.	Closed	3/07/2001	4/18/2001
47	OM	TVV1	KPMG Consulting is unable to receive documents using the Electronic Data Interchange (EDI) interface.	Closed	3/07/2001	4/18/2001
48	OM	TVV1	The BellSouth Business Rules for Local Ordering OSS '99, Issue 9K, does not offer CLECs instruction on how to submit an order for the migration of a customer's Digital Signal 1 (DS1) unbundled (UNE) loop with Local Number Portability.	Closed	3/08/2001	8/16/2001
49	OM	TVV1	BellSouth does not provide time stamps for Local Service Request (LSR) Order Clarifications and Completions via the LENS order manager software.	Open	3/13/2001	
50	Billing	TVV10	BellSouth incorrectly billed for unbundled usage for various call types.	Escalated to Exception 44	3/15/2001	4/11/2001
51	Billing	TVV10	BellSouth incorrectly billed for resale usage for various call types.	Closed	3/15/2001	4/11/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
52	OM	TVV1	BellSouth does not provide time stamps for Local Service Request (LSR) Order Clarifications and Errors (CLR/ERR), Firm Order Confirmations (FOCs) and Completion Notices (CNs) via the RoboTAG order management software.	Closed	3/20/2001	7/25/2001
53	RMI	PPR5	BellSouth does not appear to have Electronic Data Interchange (EDI) interface documentation available to CLECs to describe the limitations (if any) on the size of an EDI batch transmission nor the quantity or frequency of batch transmissions that a CLEC may send to BellSouth.	Closed	3/20/2001	7/25/2001
54	RMI	PPR5	BellSouth does not appear to have Telecommunications Access Gateway (TAG) documentation available to CLECs to describe limitations or design recommendations for the following TAG elements: Application IDs, Notification Servers, TAG APIs, nor does it provide any recommendations as to an appropriate relationship between these items.	Closed	3/20/2001	7/25/2001
55	OM	TVV1	KPMG Consulting is unable to receive responses using the Electronic Data Interchange (EDI) interface.	Escalated to Exception 105	3/29/2001	9/05/2001
56	OM	TVV1	BellSouth had implemented business rule updates from the BellSouth Business Rules for Local Ordering - OSS99, Issue 9L prior to its release on March 30, 2001.	Closed	4/05/2001	7/25/2001
57	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001).	Escalated to Exception 101	4/16/2001	8/29/2001
58	OM	TVV1	The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L, does not allow Competitive Local Exchange Carriers (CLECs) to submit a Local Service Request (LSR) manually as a SUP to an electronically submitted order.	Closed	4/12/2001	8/15/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
59	RPM	TVV4	BellSouth does not have a documented process to reconcile a mismatch in the CLEC Telephone Number and the BellSouth Telephone Number on coordinated conversions with Local Number Portability (LNP) (TVV4).	Closed	4/12/2001	6/27/2001
60	OM	TVV1	The RoboTAG interface fails to provide Miscellaneous Account Numbers (MANs) for all cities in Florida.	Escalated to Exception 102	4/12/2001	8/29/2001
61	RPM	TVV8	BellSouth does not close trouble tickets in a timely manner when requested by a CLEC using the ECTA Interface.	Closed	4/19/2001	5/23/2001
62	RPM	PPR14	KPMG Consulting found that with respect to the trouble reporting process, information about network outages or service-impacting conditions is not provided to CLECs as it is to retail customers.	Closed	4/24/2001	7/18/2001
63	RPM	TVV9	KPMG Consulting observed that the BellSouth Customer Wholesale Interconnect Network Service (CWINS) Center trouble receipt process restricts a CLEC from reporting more than three troubles on a single.	Closed	4/24/2001	7/18/2001
64	OM	TVV1	KPMG Consulting has not received responses to several Local Service Requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	4/25/2001	1/09/2002
65	OM	TVV1	KPMG Consulting has not received responses to several Local Service Requests (LSRs) using the Electronic Data Interchange (EDI) interface.	Closed	3/02/2001	8/22/2001
66	RPM	PPR6	BellSouth does not have a documented process to guide CLECs through completing CLEC Selective Routing Ordering Documents for Resale Flat Rate Line Class Codes.	Closed	5/11/2001	7/18/2001
67	OM	PPR 8	The hours of operation for BellSouth's Retail Business Offices and the wholesale Local Carrier Service Center (LCSC) are not at parity.	Closed	5/11/2001	7/25/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
68	Metrics	PMR5	KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).	Escalated to Exception 124	5/11/2001	12/12/2001
69	Metrics	PMR2	The formulas specified in the SQM document for calculating the SQMs listed below are inconsistent with the benchmarks ordered by the Florida Public Service Commission: (PMR2) – Ordering: Reject interval, Ordering: Firm Order Confirmation Timeliness, Provisioning: Coordinated Customer Conversions Interval, Change Management: Average Delay Days for Change Management Notices, and Change Management: Average Delay Days for Documentation.	Closed	5/14/2001	11/14/2001
70	Metrics	PMR2	The implementation of the exclusions relative to service requests cancelled by the CLEC, as stated in the "Ordering: LNP-Percent Rejected Service Requests" SQM Exclusions section, may lead to misleading metric results.	Closed	5/14/2001	7/18/2001
71	RPM	PPR15	BellSouth has no documented procedures for Help Desk assistance at the Customer Wholesale Interconnect Network Service (CWINS) Centers for CLECs reporting troubles using the Trouble Analysis Facilitation Interface (TAFI).	Closed	5/16/2001	7/05/2001
72	Metrics	PMR4	BellSouth's inability to capture and retain CLEC LENS data for December – March 2001 prevents KPMG Consulting from conducting the Data Integrity (PMR4) test for the "Operations Support Systems: Average Response Time and Response Interval (Pre-Ordering/Ordering)" SQM. BellSouth's SQM reports for this metric may also be suspect.	Closed	5/16/2001	8/01/2001
73	Metrics	PMR3	BellSouth did not properly conduct a downstream impact analysis when transitioning between LENS systems for the "Operations Support Systems: Average Response Time and Response Interval (Pre-Ordering/Ordering)".	Closed	5/16/2001	10/17/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
74	OM	TVV1	BellSouth does not provide the expected response to Address Validation Query by Telephone Number (AVQ_TN) submitted through the Telecommunications Access Gateway (TAG).	Closed	5/18/2001	10/03/2001
75	RPM	PPR14	KPMG Consulting observed areas in the Work Management Center (WMC) process that appear to lack safeguards that would ensure that wholesale service is afforded the same considerations and priorities as retail service.	Closed	5/18/2001	9/05/2001
76	RPM	TVV4	The BellSouth Provisioning Line Sharing - Method and Procedure document does not instruct the Central Office technician to half tap the circuit during the provisioning conversion.	Closed	5/18/2001	7/25/2001
77	OM	TVV1	BellSouth does not provide sequential telephone numbers as requested using the Telephone Number Availability Query (TNAQ).	Closed	5/18/2001	1/09/2002
78	RPM	TVV9	KPMG Consulting observed that the BellSouth Customer Wholesale Interconnect Network Service (CWINS) Center does not always provide CLECs with an appointment or estimated time to repair (ETTR) when trouble reports are opened.	Closed	5/21/2001	7/18/2001
79	OM	TVV1	BellSouth requires Company Code for Loop Makeup Data on Working Loops Query (LMU_WL) and Loop Makeup Data on Spare Facility Query (LMU_SF) but does not mention the field in the Pre-Order Business Rules.	Closed	5/21/2001	8/08/2001
80	Billing	TVV11	The application of recurring and non-recurring charges associated with UNE ports denoted by the Universal Service Order Code (USOC) UEPLX, appear to be inconsistent.	Closed	5/23/2001	1/16/2002
81	OM	TVV1	KPMG Consulting has not received manual Firm Order Confirmations (FOC) on orders that have been assigned a Completed Status (CP) in Bellsouth's Customer Service Order Tracking System (CSOTS).	Escalated to Exception 117	6/07/2001	12/19/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
82	RPM	TVV4	BellSouth's systems or representatives did not update Customer Service Records (CSRs) consistently following a change in the status of a customer's account.	Closed	6/13/2001	6/19/2002
83	RPM	TVV6	The BellSouth Electronic Communications Trouble Administration (ECTA) system failed to adhere to the Joint Implementation Agreement with regard to Front End Close Out (FECO) functionality.	Closed	6/13/2001	10/24/2001
84	OM	TVV1	The BellSouth Business Rules for Local Ordering - OSS'99 contains inaccurate information regarding where to fax Unbundled Network Elements (UNE) service requests.	Closed	6/13/2000	8/15/2001
85	RPM	TVV4	The BellSouth ADSL Synchronization at Central Office Methods and Procedures", "Central Office Methods and Procedures for ADSL, and ADSL Provisioning and Testing Job Aids documents fail to instruct the Central Office technician to conduct a second Automated Number Announcement Circuit (ANAC) test of the cable and pair.	Closed	6/13/2001	7/18/2001
86	RMI	PPR1	The BellSouth Release Management Team does not provide all prioritized Change Requests to the BellSouth IT Team for development and implementation.	Closed	6/20/2001	2/13/2002
87	OM	TVV1	The Local Exchange Navigation System (LENS) interface does not support orders requesting to move a CLEC account outside of the end user's location (ACT T).	Open	6/20/2001	
88	Metrics	PMR3	KPMG Consulting has discovered that BellSouth has no documentation that describes the process of notifying outside parties of metrics changes.	Closed	6/29/2001	8/22/2001
89	OM	TVV1	The BellSouth Pre-Order Business Rules does not clearly and consistently define the values for completing the Address Validation Query (AVQ) submitted via the Telecommunications Access Gateway (TAG).	Closed	6/29/2001	10/03/2001

KPMG Consulting

Final Report as of July 30, 2002
Published by KPMG Consulting, Inc.
For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
90	OM	TVV1	BellSouth's Pre-Order Business Rules for Loop Makeup Data on Working Loops Query (LMU_WL) conflicts with the Telecommunications Access Gateway (TAG) API Reference Guide on Circuit ID (CKT-ID) and Telephone number (TN) field formats.	Closed	6/27/2001	11/14/2001
91	OM	TVV1	BellSouth provides inaccurate and inconstant date and time stamps on their responses to Local Service Requests (LSRs) submitted via RoboTAG.	Closed	7/10/2001	1/30/2002
92	OM	TVV1	KPMG Consulting has not received Firm Order Confirmations (FOCs) from the Local Carrier Service Center (LCSC) after faxing supplemental Local Service Requests (LSRs) to cancel existing orders.	Closed	7/10/2001	1/30/2002
93	OM	TVV1	KPMG Consulting has not received timely telephone number assignment and query (TN Assignment & Query) pre-orders responses when submitting via the Telecommunications Access Gateway.	Closed	7/11/2001	11/28/2001
94	OM	TVV3	KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Local Service Requests (LSR) submitted electronically via the mechanized ordering process.	Closed	7/16/2001	11/28/2001
95	OM	TVV1	KPMG Consulting has not received timely mechanized Unbundled Network Element Switched Combinations Firm Order Confirmations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.	Closed	7/27/2001	1/23/2002
96	OM	TVV1	KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Withdrawn 8/29/2001	7/27/2001	8/29/2001
97	OM	TVV1	KPMG Consulting has not received timely partially mechanized Firm Order Conformations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.	Withdrawn 8/29/2001	7/27/2001	8/29/2001
98	RPM	PPR6	BellSouth's Selective Call Routing Using Line Class Codes documentation is inconsistent and incomplete.	Closed	8/01/2001	9/26/2001

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
99	OM	TVV1	BellSouth's RoboTAG information requirement for REQTYP M ACT W service requests is inconsistent with the BellSouth Business Rules for Local Ordering, OSS99.	Closed	8/02/2001	12/05/2001
100	OM	TVV1	KPMG Consulting has not received timely Completion Notices (CNs) submitted via the Electronic Data Interchange (EDI) and Telecommunications Access Gateway (TAG).	Closed	8/06/2001	2/06/2002
101	OM	TVV1	KPMG Consulting has not received timely mechanized Unbundled Network Elements – Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Escalated to Exception 100	8/06/2001	8/29/2001
102	RPM	TVV6	The BellSouth ECTA system failed to process the Mechanized Loop Test (MLT) as designed.	Closed	8/07/2001	3/13/2002
103	Billing	TVV11	BellSouth distributed CABS bills to KPMG Consulting that contained an incorrect rate.	Withdrawn 8/15/2001	8/09/2001	8/15/2001
104	OM	TVV1	KPMG Consulting has experienced multiple system errors while processing Local Service Requests (LSRs) through the Local Exchange Navigation System (LENS) interface.	Closed	8/09/2001	2/06/2002
105	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Hot Cut Conversions - % Provisioning Troubles Within 7 days of a completed Service Order" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User's Manual are insufficient for calculating the metrics values for this SQM.	Closed	8/10/2001	2/27/2002
106	RPM	TVV4	BellSouth's systems or representatives have not consistently updated the directory databases as specified in orders submitted by KPMG Consulting.	Escalated to Exception 171	8/14/2001	6/19/2002
107	RPM	TVV8	The BellSouth Electronic Bonding Trouble Administration system failed to appropriately process 'cancelTroubleReport' transactions.	Closed	8/16/2001	1/23/2002

Final Report as of July 30, 2002
Published by KPMG Consulting, Inc.
For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
108	OM	TVV1	BellSouth Business Rules for Local Ordering - OSS99, contains inconsistent and incomplete instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.	Closed	8/16/2001	2/13/2002
109	OM	PPR8	The service-level of access objectives for BellSouth's wholesale and retail call centers are not at parity.	Closed	8/21/2001	12/19/2001
110	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Escalated to Exception 109	8/22/2001	9/12/2001
111	OM	PPR8	BellSouth has implemented an inadequate process for CLEC interaction with the Local Carrier Service Center (LCSC) Fleming Island Call Center.	Closed	8/29/2001	10/11/2001
112	Metrics	PMR2	The formula specified in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) document is inconsistent with the benchmark ordered by the Florida Public Service Commission.	Closed	8/29/2001	11/29/2001
113	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User's Manual are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 153	8/29/2001	2/27/2002
114	OM	PPR7	The performance evaluation processes and procedures for BellSouth's Retail and Wholesale manual ordering centers are not at parity.	Closed	8/29/2001	1/16/2002
115	RMI	PPR2	The BellSouth Account Team does not respond to CLEC inquiries within the documented customer contact timeframes.	Closed	8/31/2001	6/19/2002
116	RMI	PPR1	BellSouth did not follow the guidelines for notification of non-system impacting changes to the BellSouth Business Rules for Local Ordering (BBR-LO) as defined in the Change Control Process.	Closed	8/31/2001	2/27/2002

KPMG Consulting   **Final Report as of July 30, 2002**
Published by KPMG Consulting, Inc.
For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
117	RPM	TVV4	KPMG Consulting has observed that BellSouth.net has access to greater information from a loop qualification report than that of a DLEC/CLEC requesting a loop qualification for the same telephone number.	Closed	9/06/2001	11/28/2001
118	Metrics	PMR3	KPMG Consulting has discovered that BellSouth has no documented process or control group for monitoring open change requests in TeamConnection.	Closed	9/06/2001	3/27/2002
119	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Closed	9/21/2001	11/07/2001
120	Metrics	PMR2	KPMG Consulting has found that the reported values for the response time intervals for the "Operations Support Systems: Average Response Time and Response Interval" SQM are reported as percentages and are inconsistent with the documented definition in the Revised Interim Performance Metrics SQM (Version 3.00).	Closed	10/03/2001	10/24/2001
121	RPM	TVV4	BellSouth's Unbundled Dark Fiber (UDF) procedure document does not reference this requirement for a cross-office continuity test to be performed or provide a cross-office test procedure.	Closed	10/05/2001	1/30/2002
122	OM	TVV1	KPMG Consulting has not received Completion Notices (CN) to several Local Service Requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	10/05/2001	1/23/2002
123	RMI	PPR5	BellSouth does not have processes or documentation available with sufficient detail to guide a CLEC to during the upgrade from one version of an interface to a different version.	Closed	10/05/2001	12/19/2001
124	RMI	PPR1	BellSouth failed to follow the documentation defect procedures as detailed in the BellSouth Change Control Process document.	Closed	10/12/2001	6/12/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
125	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) - Percent Missed Installation Appointments" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).	Escalated to Exception 152	10/12/2001	2/27/2002
126	Metrics	PMR3	KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection.	Escalated to Exception 119	10/12/2001	11/14/2001
127	OM	TVV1	BellSouth does not provide complete Firm Order Confirmation (FOC) or Completion Notice (C N) responses for xDSL service requests submitted through the BellSouth Local Exchange Navigation System (LENS).	Open	10/15/2001	
128	OM	TVV3	BellSouth did not provide flow-through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting.	Closed	10/15/2001	12/05/2001
129	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation (FOC) Timeliness (Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's reported time buckets for this SQM and the time buckets in the Revised Interim Performance Metrics SQM (Version 3.00) are inconsistent.	Closed	10/23/2001	2/27/2002
130	OM	PPR7	BellSouth Local Carrier Service Center (LCSC) procedures for handling fax failures are not documented.	Closed	10/23/2001	3/13/2002
131	Metrics	PMR3	KPMG Consulting has discovered that BellSouth posted raw data to the PMAP Web site without simultaneously posting the corresponding release of the Raw Data User's Manual (RDUM).	Closed	10/23/2001	4/17/2002
132	RMI	PPR3	BellSouth ECS Help Desk does not maintain an accurate tracking system for Troubles reported to ECS Help Desk.	Closed	11/13/2001	3/13/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
133	Metrics	PMR2	The definition and calculations specified in the "Maintenance & Repair: Mean Time To Notify CLEC of Network Outages" Service Quality Measurement (SQM) document are inconsistent with the benchmark ordered by the Florida Public Service Commission.	Closed	11/14/2001	12/19/2001
134	Metrics	PMR5	BellSouth's failure to report values for the Provisioning: Local Number Portability (LNP) Average Disconnect Timeliness & Disconnect Timeliness Interval Distribution Service Quality Measurement (SQM) prevents KPMG Consulting from conducting the Metrics Calculations (PMR5) test. KPMG Consulting has also found that information provided on BellSouth's Performance Measurement and Analysis Platform (PMAP) Web site for this SQM id contradictory.	Closed	11/14/2001	2/13/2002
135	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Estimate Due Date (EDD), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Local Exchange Navigation System (LENS) Web interface.	Closed	11/14/2001	6/26/2002
136	OM	TVV2	KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access Gateway (RoboTAG) Web Interface.	Closed	11/14/2001	4/17/2002
137	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation (FOC) & Reject Response Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Closed	11/14/2001	3/13/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
138	Metrics	PMR5	KPMG Consulting has found that the Raw Data User Manual (RDUM) instructions for "Ordering: Service Inquiry + Firm Order Confirmation (FOC) Response Time Manual" are misleading to Competitive Local Exchange Carriers (CLECs).	Closed	11/14/2001	2/20/2002
139	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: % Completions/Attempts without Notice or <24 Hours Notice" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 151	11/14/2001	2/27/2002
140	RMI	PPR1	BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect.	Closed	11/14/2001	1/09/2002
141	RPM	TVV4	BellSouth's systems or representatives did not consistently provision service in a timely manner for orders submitted by KPMG Consulting.	Escalated to Exception 130	11/20/2001	1/02/2002
142	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Coordinated Customer Conversions Interval" Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (August 2001).	Escalated to Exception 154	11/30/2001	2/27/2002
143	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that the PMAP raw data is insufficient for calculating the metrics values for this SQM).	Escalated to Exception 135	12/05/2001	1/16/2002
144	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Percent Repeat Troubles Within 30 Days" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Escalated to Exception 146	12/05/2001	2/13/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
145	OM	TVV1	KPMG Consulting has experienced a system error that disables the 'Calculate Due Date' function while processing Local Service Requests (LSRs) through the Local Exchange Navigation System (LENS) interface.	Closed	12/05/2001	2/20/2002
146	OM	TVV1	KPMG Consulting has experienced a server error that disables the 'Calculate Due Date' function while processing Local Service Requests (LSRs) through RoboTAG.	Closed	12/05/2001	4/17/2002
147	RMI	PPR5	BellSouth will not provide CLECs the opportunity to test in the CLEC Application Verification Environment (CAVE) thirty days before a release enters production.	Closed	12/05/2001	5/01/2002
148	RMI	PPR5	BellSouth does not apply system fixes to defects to all production versions of the Operational Support System (OSS) Interfaces.	Open	12/05/2001	
149	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) - Firm Order Confirmation (FOC) Timeliness Interval Distribution & Firm Order Confirmation Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).	Escalated to Exception 132	12/07/2001	1/09/2002
150	Metrics	PMR2	The benchmark specified in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" SQM document is inconsistent with the Average Jeopardy Notice Interval level of disaggregation and BellSouth's published report.	Closed	12/07/2001	4/10/2002
151	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Escalated to Exception 147	12/07/2001	2/13/2002
152	RPM	TVV4	BellSouth failed to use the proper codes when provisioning Operator Services/ Directory Assistance.	Escalated to Exception 156	12/12/2001	3/06/2002
153	Billing	PPR10	BellSouth has two different target resolution intervals published for billing dispute resolutions.	Closed	12/19/2001	2/13/2002

KPMG Consulting

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
154	RMI	PPR1	BellSouth did not publish the Business Rules associated with Minor release 10.3 as defined in the Change Control Process, Version 2.6, September 10, 2001.	Escalated to Exception 155	12/19/2001	2/27/2002
155	OM	TVV1	BellSouth documentation is unclear and representatives provide inconsistent delivery of Acknowledgments (ACKs) to Local Service Requests (LSR) sent via email to the Complex Resale Support Group (CRSG).	Closed	12/19/2001	1/16/2002
156	OM	TVV1	KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.	Withdrawn 2/20/2002	12/19/2001	*2/20/2002
157	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Coordinated Customer Conversions Interval Service Quality Measurement (SQM) report for the Test Competitive Local Exchange Carrier (CLEC) (July 2001).	Closed	1/08/2002	1/30/2002
158	Metrics	PMR5	KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) regarding the usage of the prod_desc (product description) field are insufficient for calculating the metrics values.	Closed	1/08/2002	3/13/2002
159	RPM	PPR14	KPMG Consulting has found that call receipt personnel within the Residence Repair Center (RRC) in Jacksonville, FL do not adhere to BellSouth procedures outlining customer requests for earlier appointments.	Closed	1/22/2002	6/12/2002
160	RPM	TVV4	BellSouth failed to properly provision Originating Line Number Screening (OLNS) service as requested by KPMG Consulting.	Closed	1/30/2002	2/13/2002
161	Metrics	PMR2	BellSouth's ability to identify and manually notify BellSouth and CLEC customers separately is inconsistent with the Parity by Design benchmark as documented in the Maintenance and Repair: Mean Time to Notify CLEC of Network Outages SQM.	Closed	1/30/2002	3/13/2002
162	RPM	TVV4	BellSouth returned Firm Order Commitment (FOC) Frame Due Times that do not match the regular hours for provisioning. (TVV4) on Hot Cut Orders without LNP.	Closed	2/06/2002	3/06/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
163	OM	TVV1	KPMG Consulting has not received timely partially mechanized Resale Residence and Unbundled Network Elements-Loop (UNE-L) Rejects from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	2/11/2002	5/22/2002
164	OM	TVV1	BellSouth ordering documents do not provide adequate instructions on how to submit an order for Centrex® service.	Closed	2/13/2002	5/15/2002
165	RMI	PPR2	BellSouth's Account Team/CLEC Care Team Procedures documentation is unclear.	Closed	2/18/2002	4/10/2002
166	RMI	PPR2	BellSouth's Users Guides have inaccurate Account Team references.	Closed	2/18/2002	6/19/2002
167	OM	TVV3	BellSouth's flow-through documentation contains incomplete and inconsistent information regarding product flow-through capabilities of the BellSouth Operations Support Systems (OSS).	Closed	2/22/2002	6/19/2002
168	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Percent Missed Installation Appointments Service Quality	Closed	3/06/2002	3/27/2002
169	OM	TVV1	KPMG Consulting has not received timely Completion Notices (CNs) submitted via the Electronic Data Interchange (EDI) and Telecommunications Access Gateway (TAG).	Closed	2/28/2002	4/10/2002
170	RMI	PPR2	BellSouth's External Response Team (ERT) Account Management sub-process for responding to written CLEC correspondence is not documented.	Closed	3/04/2002	5/22/2002
171	OM	TVV1	BellSouth's Local Carrier Service Center (LCSC) did not provide responses to manually submitted Local Service Requests (LSRs).	Closed	3/04/2002	3/27/2002
172	OM	TVV1	BellSouth is providing an error response to UNE-P service requests (Request Type M, Activity Type C) submitted via the Local Exchange Navigation System (LENS) interface that is inconsistent with the BellSouth Business Rules for Local Ordering (Issue 10.3.1-10.4)[1] in reference to hunting field requirements.	Closed	3/04/2002	6/26/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
173	OM	TVV1	KPMG Consulting has not received timely address validation query (AVQ) pre-orders submitted via the Telecommunications Access Gateway.	Closed	3/18/2002	6/26/2002
174	Billing	TVV11	BellSouth transmitted Billing Data Tape (BDT) files that contained a value that is not defined within the CABS Billing Output Specifications.	Closed	3/18/2002	4/17/2002
175	OM	TVV2	KPMG Consulting has not received expected responses for local service requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	3/18/2002	4/24/02
176	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Provisioning: Average Completion Notice Interval Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Open	3/19/2002	
177	RPM	TVV4	BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting.	Closed	3/27/2002	4/24/2002
178	Metrics	PMR2	KPMG Consulting has found that BellSouth's method of sampling records used for the calculation of the Provisioning: Service Order Accuracy Service Quality Measurement (SQM) may produce biased estimates.	Closed	4/01/2002	5/01/2002
179	Metrics	PMR5	KPMG Consulting cannot replicate the values in the Ordering: LNP-Percent Rejected Service Requests Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.	Escalated to Exception 163	4/01/2002	5/08/2002

KPMG Consulting   **Final Report as of July 30, 2002**
                                 Published by KPMG Consulting, Inc.
For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
180	Metrics	PMR2	KPMG Consulting has found that BellSouth's method of sampling records used for the calculation of the Database Update Information: Percent Database Update Accuracy Service Quality Measurement (SQM) may produce inaccurate results.	Closed	4/05/2002	6/26/2002
181	Billing	TVV11	BellSouth's published business rule for calculating fractional charges does not yield correct results.	Closed	4/08/2002	5/01/2002
182	RMI	PPR5	BellSouth does not follow the documented process for extending a test agreement with a Competitive Local Exchange Carrier (CLEC).	Closed	4/12/2002	5/08/2002
183	OM	TVV1	BellSouth provides inconsistent information on Firm Order Confirmation (FOC) responses for Resale and UNE-P service requests submitted via BellSouth's Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces.	Closed	4/19/2002	5/29/2002
184	OM	TVV1	KPMG Consulting has not received timely fully mechanized Unbundled Network Elements-Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.	Closed	4/19/2002	6/12/2002
185	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Coordinated Customer Conversions-Hot Cut Timeliness % Within Interval and Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's reported time buckets and the time buckets in the Florida Interim Performance Metrics SQM (Version 3.00) are inconsistent. The instructions in the Raw Data User Manual (RDUM) are also insufficient for calculating the metrics values for this SQM.	Open	4/23/2002	
186	OM	TVV1	KPMG Consulting has not received timely Unbundled Network Elements (UNE) Loop Completion Notices (CNs) submitted via the Telecommunications Access Gateway (TAG) interface.	Closed	4/23/2002	6/26/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
187	OM	TVV2	BellSouth systems provide inaccurate auto clarifications (CLRs) for local service requests (LSRs) submitted via the Local Exchange Navigation System (LENS) interface.	Closed	4/23/2002	5/22/2002
188	OM	TVV2	KPMG Consulting has not received fully mechanized responses for local service requests (LSRs) submitted via Electronic Data Interchange (EDI) and the Telecommunications Access Gateway (TAG) interfaces.	Closed	4/23/2002	5/15/2002
189	OM	TVV1	BellSouth's Telecommunications Access Gateway API Reference Guide[427] is inconsistent with the BellSouth Pre-Order Business Rules[428] in reference to the requirement of the Transaction Type (TXTYP) field for the Parsed Customer Service Record Query (PCSRQ) submitted via the TAG interface.	Closed	4/24/2002	6/12/2002
190	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Average Completion Notice Interval" Service Quality Measurement (SQM) report for the Test CLEC (September 2001).	Closed	4/24/2002	5/15/2002
191	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Billing: Usage Data Delivery Timeliness and Usage Data Delivery Completeness" Service Quality Measurement (SQM) report for the Test Competitive Local Exchange Carrier (CLEC) (July 2001).	Closed	4/26/2002	5/15/2002
192	OM	TVV2	KPMG Consulting did not receive a response to a Local Service Request (LSR) submitted to BellSouth via facsimile (fax).	Closed	4/26/2002	5/22/2002
193	OM	TVV3	KPMG Consulting received flow-through Firm Order Confirmations (FOCs) on Local Service Requests (LSRs) with order activities not documented as flow-through eligible.	Escalated to Exception 166	4/26/2002	6/12/2002

---

[427] *Telecommunications Access Gateway API Reference Guide, Part B, Issue 2,* February 2002, Release 7.7.1.3.
[428] *BellSouth Pre-Order Business Rules, Issue 12B*, March 2002, this document can be found at the following URL: http://www.interconnection.bellsouth.com/guides/html/bpobr.html

Final Report as of July 30, 2002
Published by KPMG Consulting, Inc.
For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
194	Billing	TVV11	Four of BellSouth's UNE and UNE-P test CLEC bills have been released to the Post Office later than eight calendar days after the bill date.	Escalated to Exception 164	4/26/2002	5/29/2002
195	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (September 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	4/26/2002	
196	Metrics	PMR5	BellSouth's Service Quality Measurement (SQM) reports for the KPMG Consulting test CLEC list "no data returned," despite KPMG Consulting test CLEC calculations that indicate that values should be returned.	Closed	5/02/2002	7/10/2002
197	RMP	TVV6	The BellSouth Electronic Communications Trouble Administration (ECTA) system failed to appropriately process "modify" transactions.	Closed	5/10/2002	6/05/2002
198	OM	TVV1	BellSouth provides inconsistent date and time stamps on Firm Order Confirmation (FOC) responses for service requests submitted via BellSouth's Local Exchange Navigation System (LENS) interface.	Open	5/17/2002	
199	OM	TVV2	KPMG Consulting has not received timely responses for Loop Make-up (LMU) pre-order queries submitted via the Telecommunications Access Gateway (TAG) interface.	Open	5/20/2002	
200	Metrics	PMR5	KPMG Consulting has found that BellSouth's implemented metrics exclusions for the "Ordering: LNP-Reject Interval Distribution & Average Reject Interval" and "Ordering: LNP-Percent Rejected Service Requests" Service Quality Measurements (SQMs) (March 2002) are inconsistent with the documented metrics exclusions.	Open	5/20/2002	
201	OM	TVV1	BellSouth provided responses to Parsed Customer Record Queries (PCSRQ) submitted via BellSouth's Telecommunications Access Gateway (TAG) interface that are inconsistent with the BellSouth Pre-Order Business Rules.	Closed	5/20/2002	6/12/2002

ID #	Domain	Test #	Description	Status	Date Opened	Date Closed
202	Billing	PPR10	BellSouth's publicly available documentation contains different target billing dispute resolution intervals and invalid website links.	Closed	5/31/2002	7/24/2002
203	Billing	TVV11	When disconnecting an account, BellSouth credits an additional cent for the fractional charge associated with the USOC NPU.	Closed	6/05/2002	6/19/2002
204	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation Timeliness (Non-Trunks)" Service Quality Measurement (SQM) report for the Test CLEC (January 2002). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.	Open	6/06/2002	
205	RMI	PPR1	BellSouth fails to provide documentation to CLECs for all applicable business rules related to pre-order queries.	Closed	6/11/2002	6/26/2002
206	Metrics	PMR5	KPMG Consulting cannot replicate the values in the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).	Open	6/17/2002	
207	Metrics		♣			
208	Metrics		♣			
209	Billing	TVV11	BellSouth is continuing to bill line sharing monthly recurring charges to KPMG Consulting Test CLEC on circuits for which line sharing has migrated to another CLEC.	Open	7/10/02	

♣ Observations 207 and 208 will be incorporated in the Performance Measurements Addendum to the Final Report since they are associated with PMAP 4.0.

This page is intentionally left blank.

KPMG Consulting   **Final Report as of July 30, 2002**
Published by KPMG Consulting, Inc.
For BellSouth Telecommunications, Inc. and the State of Florida Public Service Commission use only