

## *Table of Contents*

	<b>PAGE</b>
<b>Document Control .....</b>	<b>3</b>
A. Distribution .....	5
B. Approved By .....	5
C. Statement of Limiting Conditions .....	6
<b>II. Executive Summary .....</b>	<b>7</b>
A. Introduction .....	9
B. High-level Test Results .....	16
C. Document Structure .....	18
<b>III. Relationship Management and Infrastructure Domain Results and Analysis.....</b>	<b>21</b>
A. Test Results: Change Management Practices Verification and Validation Review (PPR1) .....	23
B. Test Results: Account Establishment & Management Verification and Validation Review (PPR2) .....	43
C. Test Results: OSS Interface Help Desk Functional Review (PPR3) .....	71
D. Test Results: CLEC Training Verification and Validation Review (PPR4).....	81
E. Test Results: Interface Development Verification and Validation Review (PPR5) .....	95
<b>IV. Pre-Order/Order Domain Results and Analysis .....</b>	<b>125</b>
A. Test Results: POP Manual Order Processing Evaluation (PPR7) .....	127
B. Test Results: POP Work Center Support Evaluation (PPR8).....	147
C. Test Results: POP Functional Evaluation (TVV1).....	167
D. Test Results: POP Volume Performance Test (TVV2) .....	263
E. Test Results: Order Flow Through Evaluation (TVV3) .....	377
<b>V. Provisioning Domain Results and Analysis .....</b>	<b>395</b>
A. Test Results: Collocation and Network Design Verification and Validation Review (PPR6) .....	397
B. Test Results: Provisioning Process Evaluation (PPR9).....	415
C. Test Results: Provisioning Verification and Validation (TVV4) .....	447

<b>VI. Maintenance and Repair Domain Results and Analysis .....</b>	<b>475</b>
A. Test Results: End-to-End M&R Process Evaluation (PPR14) .....	477
B. Test Results: M&R Work Center Support Evaluation (PPR15).....	501
C. Test Results: Network Surveillance Support Evaluation (PPR16).....	525
D. Test Results: M&R TAFI Functional Evaluation (TVV5) .....	545
E. Test Results: M&R ECTA Functional Evaluation (TVV6).....	561
F. Test Results: M&R TAFI Performance Evaluation (TVV7).....	569
G. Test Results: M&R ECTA Performance Evaluation (TVV8) .....	587
H. Test Results: End-to-End Trouble Report Processing (TVV9) .....	601
<b>VII. Billing Domain Results and Analysis .....</b>	<b>615</b>
A. Test Results: Billing Work Center/Help Desk Support Evaluation (PPR10).....	617
B. Test Results: Daily Usage Production and Distribution Process Evaluation (PPR12) .....	639
C. Test Results: Bill Production and Distribution Process Evaluation (PPR13).....	649
D. Test Results: Billing Functional Usage Evaluation (TVV10) .....	673
E. Test Results: Functional Carrier Bill Evaluation (TVV11) .....	683
<b>VIII. Performance Metrics Domain Results and Analysis .....</b>	<b>711</b>
A. Test Results: Data Collection and Storage Verification and Validation Review (PMR1) .....	713
B. Test Results: Metrics Definitions and Standards Development and Documentation Verification and Validation Review (PMR2) .....	737
C. Test Results: Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) .....	743
D. Test Results: Metrics Data Integrity Verification and Validation Review (PMR4).....	751
E. Test Results: Metrics Calculation Verification and Validation Review (PMR5).....	803
<b>Appendix A: Statistical Analysis .....</b>	<b>925</b>
<b>Appendix B: Glossary .....</b>	<b>931</b>
<b>Appendix C: Acronym Dictionary .....</b>	<b>947</b>
<b>Appendix D: Exception List and Status .....</b>	<b>955</b>
<b>Appendix E: Observation List and Status.....</b>	<b>977</b>
<b>Appendix F: Summary of Final Report Updates.....</b>	<b>1007</b>
<b>Appendix G: Commercial Data Study.....</b>	<b>1033</b>