

VIII. Performance Metrics Domain Results and Analysis

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A. Test Results: Data Collection and Storage Verification and Validation Review (PMR1)

1.0 Description

The Data Collection and Storage Verification and Validation Review (PMR1) evaluated the key policies and procedures for collecting and storing the raw⁴¹⁸ (unprocessed) data that BellSouth uses to create Service Quality Measurement (SQM) reports. The evaluation relied on a combination of interviews with BellSouth data collection and storage personnel, review of BellSouth documentation, a walk-through of a BellSouth Regional Data Center and the Performance Measurements Analysis Platform (PMAP) production facilities in Birmingham, Alabama and Charlotte, North Carolina. The procedures for generating both data used in the calculation of the metrics and data required for the calculation of retail analogs were also evaluated. In addition to gathering information as part of the BellSouth Operations Support Systems (OSS) test, KPMG Consulting also relied on information gathered previously from BellSouth as part of the BellSouth Georgia OSS test after re-verification.

BellSouth upgraded the systems used to collect, store, and process the raw data used to create the SQM reports with the April 2002 data. The upgraded system is referred to as PMAP 4.0. KPMG Consulting based its evaluations on BellSouth data collection and storage processes used in the PMAP 2.6 environment. At the time of this report, PMAP 4.0 data just became publicly available. BellSouth has begun producing metrics data through the PMAP 4.0 environment; KPMG Consulting is conducting additional testing. Test results will be updated as an addendum to the Final Report when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's PMAP, manual, and billing data collection and storage processes for SQM metrics.

2.1 PMAP Business Process Description

The data collection process used by BellSouth to generate SQM reports, other than for billing and manual SQMs, is the PMAP process described in Figure 1-1. The steps from staging (data preparation area prior to loading into Normalized Operational Data Store (NODS) tables) to final SQM report generation collectively are referred to as the PMAP process.

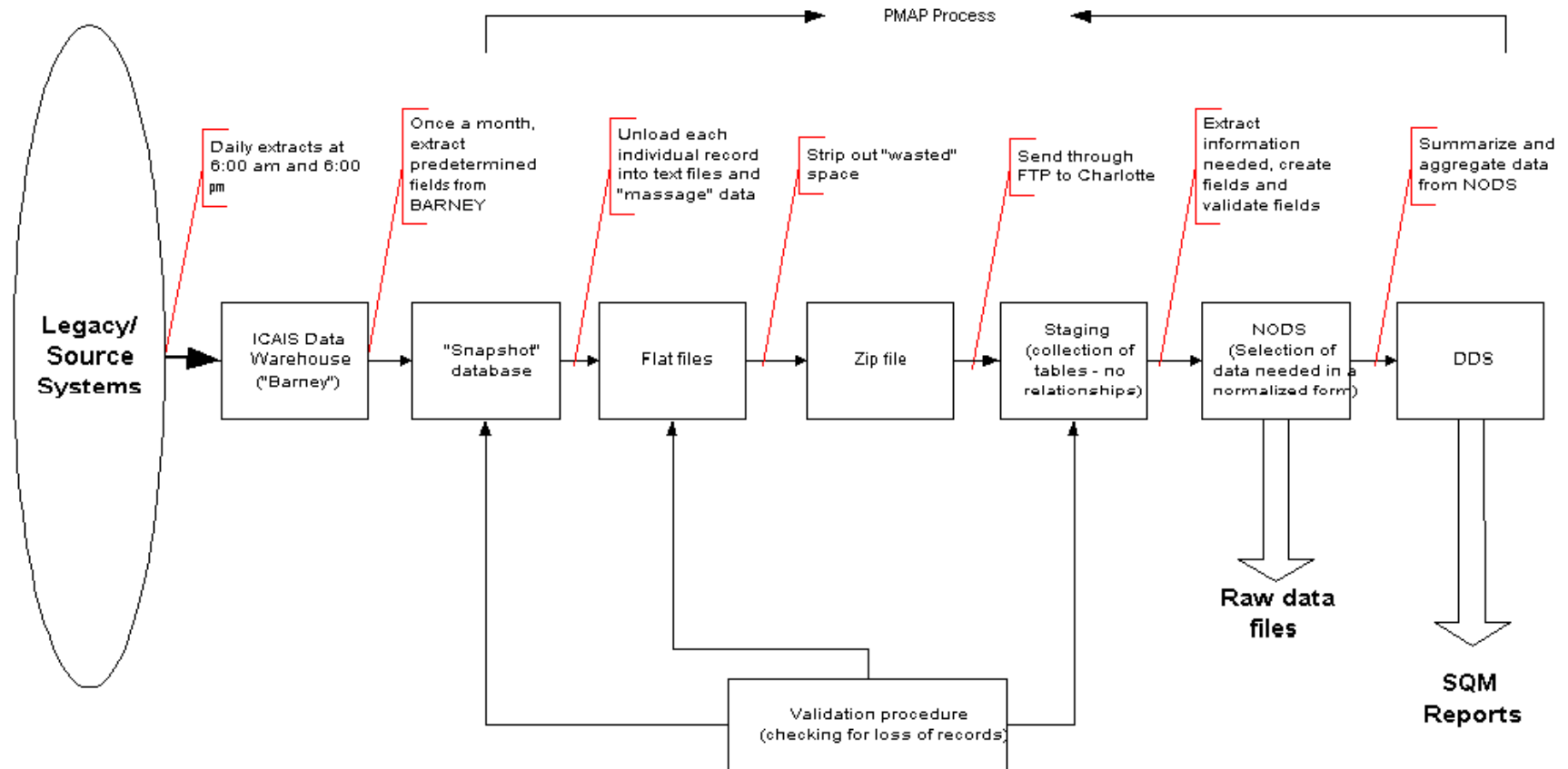
SQM reports are based on raw data generated in BellSouth's legacy/source systems during the course of BellSouth's business operations. The data captured from most of the legacy/source systems is transferred daily to the Interexchange Carrier Analysis and Information System (ICAIS) data warehouse, more commonly referred to as Barney. Each month, a snapshot of the database is created by extracting copies of the live tables from Barney. Those snapshots are then moved into the staging area for transformation into NODS. The snapshot database contains the records and data fields needed to calculate the SQMs. See Figure 1-1.

Prior to staging, BellSouth conducts validation checks throughout the PMAP process to verify counts of records and to protect against data loss. From staging, the data tables are transferred to

⁴¹⁸ BellSouth refers to the data at the NODS stage of the PMAP process as raw data. KPMG Consulting evaluated data collection and storage policies at both the staging and NODS stage as appropriate.

NODS, which puts the data into normalized form. NODS then passes the data to the Dimensional Data Store (DDS), which summarizes and aggregates the data.

SQM reports are generated by queries run against the DDS data. Data from NODS are also used to generate the raw data files, which are made available to ALECs and used by BellSouth for validation purposes.



2.2 Manual Billing Metrics Process Description

The data for billing metrics, which are all calculated manually, are obtained in various formats including EXCEL, MS-WORD, and TEXT files. The data are developed and provided to PMAP by a variety of BellSouth subject matter experts (SMEs) with varying levels of manual preparation. Detailed methods and procedures are developed for use by the SMEs to produce the metrics and validate that the data are collected and stored properly during the process. The primary data collection point prior to sending to PMAP is the BellSouth Billing, Inc. (BBI) shared NT server.

2.3 Manual Metrics (non-Billing) Process Description

BellSouth SMEs coordinate the collection of the data for manual non-billing metrics, produce the reports, and provide them to PMAP Project Managers for posting on the PMAP website. As with the billing metrics, detailed methods and procedures are developed for use by the SMEs to produce the metrics and validate that the data is collected and stored properly during the process. The primary data collection point prior to web posting is the PMAP shared drive. The non-billing manual metrics are:

- ◆ Operations Support Systems (OSS);
 - ◆ Average Response Time and Response Interval;
 - ◆ Interface Availability (Pre-Ordering/Ordering);
 - ◆ Interface Availability (Maintenance & Repair (M&R));
 - ◆ Response Interval (M&R);
 - ◆ Loop Makeup - Response Time – Manual;
 - ◆ Loop Makeup - Response Time – Electronic;
- ◆ Ordering;
 - ◆ Percent Flow-Through Service Requests (Summary);
 - ◆ Percent Flow-Through Service Requests (Detail);
 - ◆ Reject Interval (Trunks);
 - ◆ Service Inquiry with LSR FOC Response Time;
 - ◆ Firm Order Confirmation (FOC) and Reject Response Completeness (Trunks);
 - ◆ Speed of Answer in Ordering Center;
- ◆ Provisioning;
 - ◆ Service Order Accuracy;
- ◆ Maintenance & Repair;
 - ◆ Average Answer Time - Repair Centers;
 - ◆ Meantime to Notify CLEC of Network Outages;
- ◆ Operator Services and Directory Assistance (OS/DA);

- ◆ Speed to Answer Performance/Average Speed to Answer (Toll);
- ◆ Speed to Answer Performance/Percent Answered within "X" Seconds (Toll);
- ◆ Speed to Answer Performance/Average Speed to Answer (DA);
- ◆ Speed to Answer Performance/Percent Answered within "X" Seconds (DA);
- ◆ Database Update Information;
 - ◆ Average Database Update Interval;
 - ◆ Percent Database Update Accuracy;
 - ◆ Percent NXXs and LRNs Loaded by LERG Effective Date;
- ◆ E 911;
 - ◆ Timeliness;
 - ◆ Accuracy;
 - ◆ Mean Interval;
- ◆ Trunk Group Performance;
 - ◆ Trunk Group Performance;
- ◆ Collocation;
 - ◆ Average Response Time;
 - ◆ Average Arrangement Time;
 - ◆ Percent of Due Dates Missed;
- ◆ Change Management;
 - ◆ Timeliness of Change Management Notices;
 - ◆ Change Management Notice Average Delay Days;
 - ◆ Timeliness of Documents Associated with Change;
 - ◆ Change Management Documentation Average Delay Days;
 - ◆ Notification of CLEC Interface Outages;
- ◆ Bona Fide/New Business Request Process;
 - ◆ Percentage of BFR/NBR Requests Processed within 30 Business Days; and
 - ◆ Percentage of Quotes Provided for Authorized BFR/NBR Requested Processes within X (10, 30, 60) Business Days.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test targets were the data collection and storage processes for the production of SQMs and included the following processes and sub-processes:

- ◆ Collection of data;
 - ◆ Collection policies and procedures for ALEC and retail data;
 - ◆ Identification of collection points;
 - ◆ Existence of collection tools; and
 - ◆ Internal controls.
- ◆ Storage of data;
 - ◆ Storage policies and procedures for ALEC and retail data;
 - ◆ Identification of storage sites;
 - ◆ Existence of storage tools; and
 - ◆ Internal controls.

3.3 Data Sources

Some of the key documents collected for the test included the following:

- ◆ Summaries of interviews conducted by KPMG Consulting;
- ◆ Documentation (electronic or paper copies) related to various systems and processes: technical guides, data flow diagrams, user guides, etc.; and
- ◆ Work papers from the Georgia OSS test.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The evaluation of the data collection and storage processes consisted of an investigation of the systems used to collect data for SQM production. Except for billing and other manual measures, the measures follow the data collection process described in Figure 1-1. The data collection and storage processes for billing and other manual measures were analyzed separately.

KPMG Consulting evaluated the data collection and storage policies and procedures using the following methods:

- ◆ Re-verification of BellSouth's Georgia OSS Test information – As part of the BellSouth Georgia OSS test, KPMG Consulting gathered information and documents related to data collection and storage for BellSouth legacy and PMAP systems. As a first step for BellSouth's Florida OSS test, KPMG Consulting requested verification of documents and interview summaries from the BellSouth Georgia OSS Test to determine if (i) the information was still accurate and valid, and (ii) identify changes to the information and provide new documents and revisions as necessary.

- ◆ Document Review – KPMG Consulting reviewed additional BellSouth documentation on data collection and storage policies and procedures for measures not handled by the PMAP process. This includes all billing-related measures and measures referred to as manual metrics. Additional documentation on PMAP and backup systems used to store collected data was also requested and reviewed.
- ◆ Interviews – KPMG Consulting conducted interviews with BellSouth SMEs who had knowledge of the systems and procedures used for data collection and storage.
- ◆ Walk-through – As part of the Georgia OSS Test, KPMG Consulting conducted a walk-through of the BellSouth Regional Data Center and the PMAP production facilities in Birmingham, Alabama and Charlotte, North Carolina, respectively. In these centers, performance measures are produced, backup services are provided, and performance measurement data are stored. The information gathered was sent for re-verification for reuse in this test. As part of the Florida OSS Test, KPMG Consulting conducted a second walk-through of the BellSouth Regional Data Center and the PMAP production facilities in Birmingham, Alabama.

The Data Collection and Storage Verification and Validation Review (PMR1) included a checklist of evaluation criteria developed by KPMG Consulting. These evaluation criteria provided the framework of norms, standards and guidelines for the Data Collection and Storage Verification and Validation Review (PMR1).

KPMG Consulting analyzed the data collected for this review according to the evaluation criteria referenced in Table 1-2 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 1-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test evaluation criteria and results are presented in Table 1-2. This table presents test results by (i) SQMs that are handled by Barney and the PMAP process; (ii) Manual Billing SQMs calculated outside the PMAP process; and (iii) Manual SQMs (except billing), which includes collection of data and calculation of some Ordering/Pre-ordering, Provisioning, Maintenance & Repair, Operator Services Directory Assistance, E911 and Collocation metrics.

Table 1-1: PMR1 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	1	0
Total Disposed as of Final Report Date	1	0
Total Open as of Final Report Date	0	0

Table 1-2: PMR1 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Pre-ordering, Ordering, Provisioning, M&R			
PMR1-1A	The roles and responsibilities of data collectors are defined and documented.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s PMAP Runbook, SME SQM Validation Plan, PMAP Software Production and Support – Roles and Responsibilities, and organization/responsibility charts confirmed that the roles and responsibilities for data collectors are defined and documented for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-2A	The policies and procedures for data collection are defined and documented.	Testing in Progress	<p>KPMG Consulting reviewed and verified that BellSouth has established and documented policies and procedures for capturing and collecting data for the PMAP process for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ PMAP Runbook; and ◆ Data Extract Guides. <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-3A	Technical guides describing data collected are available.	Testing in Progress	<p>KPMG Consulting confirmed that BellSouth has technical guides describing the data collected and are available at the applicable workstations for the PMAP 2.6 environment.</p> <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ Data Extract Guides; ◆ Data Dictionary; ◆ Source tables; and ◆ Metric Domain documents. <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-4A	BellSouth is able to identify the exact points of data collection.	Testing in Progress	<p>KPMG Consulting reviewed the PMAP data flow charts and process documentation and determined that BellSouth can identify the points of data collection for the PMAP 2.6 environment.</p> <p>KPMG Consulting conducted interviews with BellSouth Database Administrators (DBAs) who validated the points of data collection identified in the documentation.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-5A	BellSouth has capacity to collect data.	Testing in Progress	<p>KPMG Consulting found that BellSouth has capacity to collect data for the PMAP 2.6 environment.</p> <p>The reviewed documentation indicated that after collecting and retaining 5 years worth of data, Barney (ICAIS) is using 60% of the 1.6 terabytes of disk space. At this rate, there is enough capacity to collect data for a minimum of three years. This meets KPMG Consulting's storage capacity requirement standard of four months of additional storage capacity.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-6A	BellSouth has a defined plan for future capacity to collect data.	Testing in progress	<p>KPMG Consulting reviewed BellSouth plans to move toward a Storage Area Networks (SANS) solution to address future capacity requirements for the PMAP 2.6 environment.</p> <p>The storage and backup systems are monitored constantly by Electronic Data Systems (EDS). EDS has an agreement with EMC², the suppliers of disk space. Requests for additional storage space are satisfied within 30 days of date of request.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-7A	BellSouth has defined and documented error controls for collecting data.	Testing in Progress	<p>KPMG Consulting reviewed documentation confirming that error controls for data collection are defined and documented for the PMAP 2.6 environment.</p> <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ Audit and Control Points document; ◆ Data Extract Guides; ◆ PMAP On Call document; and ◆ Load Record Count Verification document. <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-8A	BellSouth has a documented security process to collect data.	Testing in Progress	<p>KPMG Consulting found that BellSouth has a documented security process to collect data for the PMAP 2.6 environment.</p> <p>The Barney and PMAP DBAs grant access to the data collected on a need basis only. The default access to the databases is a “read only” access. Access to the data is granted via a request and approval process using appropriate request forms. BellSouth’s corporate security standards apply to the data collected.</p> <p>The security processes are contained within the following:</p> <ul style="list-style-type: none"> ◆ Online Access Request form; ◆ Access approval policy documentation; and ◆ BellSouth Corporate Security Standards. <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-9A	The roles and responsibilities of data storage personnel are defined and documented.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s documentation confirmed that BellSouth has defined and documented the roles and responsibilities of data storage personnel for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The primary documents reviewed, which</p>

Test Reference	Evaluation Criteria	Result	Comments
			contain the roles and responsibilities are: <ul style="list-style-type: none"> ◆ DBA Responsibilities; ◆ PMAP On-Call Documentation; ◆ Backup and recovery documents; and ◆ UNIX Administrator document. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-10A	The policies and procedures for data storage are defined and documented.	Testing in Progress	KPMG Consulting reviewed BellSouth’s documentation and found that BellSouth’s policies and procedures for data storage are defined and documented for ALEC and retail data for the PMAP 2.6 environment. <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ Data Retention Policies by SQM; ◆ DBA Responsibilities; and ◆ PMAP Backup and Recovery Overview. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-11A	Technical guides describing data storage are available.	Testing in Progress	KPMG Consulting’s review of BellSouth’s documentation describing backup tools, backup scripts and backup software confirmed that BellSouth has technical guides describing data storage for the PMAP 2.6 environment. <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ PMAP Backup and Recovery Overview; ◆ PMAP On-Call Documentation; ◆ PMAP Production Backup Schedule; and ◆ UNIX Admin document. The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.
PMR1-12A	BellSouth is able to identify the exact points for data storage.	Testing in Progress	KPMG Consulting reviewed the PMAP data flow charts and process documentation and determined that BellSouth had identified the points of data collection for the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
			<p>environment.</p> <p>KPMG Consulting conducted interviews with BellSouth DBAs who validated the points of data collection identified in the documentation.</p> <p>The points of data collection have changed for PMAP 4.0 and will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-13A	BellSouth has capacity to store data.	Testing in Progress	<p>KPMG Consulting verified that BellSouth has capacity to store data for the required timeframe stated in the BellSouth Data Retention policy document for the PMAP 2.6 environment.</p> <p>After five years of collecting and retaining data online, Barney has approximately 1.6 terabytes of data with about 40% spare capacity available. At these usage levels, there is sufficient space for retaining an additional three years of source data and one year of snapshot data online. This meets KPMG Consulting’s storage capacity requirement standard of four months of additional storage capacity.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-14A	BellSouth has a defined plan for future capacity to store data.	Testing in Progress	<p>KPMG Consulting confirmed that BellSouth has a defined plan for future capacity to store data for the PMAP 2.6 environment.</p> <p>EDS, BellSouth’s outsource vendor for Data Center Operations, and DBAs continually monitor backup capabilities and hardware resources. EDS has an agreement with EMC², the suppliers of disk space. Requests for additional storage space are satisfied within 30 days of the date it is requested.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-15A	BellSouth has defined and documented error controls for storing data.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s PMAP Backup and Recovery document and backup logs confirmed that BellSouth has defined and documented error controls for</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>storing data for the PMAP 2.6 environment.</p> <p>The backup software used to backup Barney has built in cyclical redundancy checks and the PMAP On-Call documentation details error checks and backup and recovery procedures for NODS data.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-16A	BellSouth has documented security procedures for data storage.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s Corporate Security Standards and Data Access guidelines confirmed that BellSouth has documented security procedures for data storage for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
Billing Metrics			
PMR1-1B	The roles and responsibilities of data collectors are defined and documented.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s Billing metrics methodology and process documentation confirmed that BellSouth has defined and documented the roles and responsibilities for data collectors for ALEC and retail data for the PMAP 2.6 environment.</p> <p>Data Collection for the Billing related metrics is primarily manual. Multiple SMEs are responsible for the collection of different components of billing related metric data.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-2B	The policies and procedures for data collection are defined and documented.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s billing metrics methodology and process documentation confirmed that BellSouth has defined and documented the policies and procedures for data collection for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ CLUB Electronic Data Interchange (EDI) Invoice Timeliness Reporting -Job Aid; ◆ CLEC Invoice Timeliness Reporting Procedures; ◆ CLEC Data Gathering/Reporting Process– CRIS; and ◆ CLEC Data Gathering/Reporting Process– CABS. <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-3B	Technical guides describing data collected are available.	Testing in Progress	<p>KPMG Consulting reviewed and verified BellSouth’s technical guides describing the data collected for the PMAP 2.6 environment. Technical guides are available at applicable workstations.</p> <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ Data Definition documentation; and ◆ Billing Metrics methods and procedures. <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-4B	BellSouth is able to identify the exact points of data collection.	Testing in Progress	<p>KPMG Consulting reviewed the PMAP data flow charts and process documentation and determined that BellSouth can identify the points of data collection for the PMAP 2.6 environment. KPMG Consulting conducted interviews with BellSouth DBAs who validated the points of data collection identified in the documentation.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-5B	BellSouth has capacity to collect data.	Testing in Progress	<p>KPMG Consulting found that BellSouth has the capacity to collect data for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the BBI shared server specifications document and reviewed server logs to determine that the server had capacity to collect data. With 18 months of data retained online, about 16.6% of total capacity is still available to retain data. This implies that each month, BellSouth has at least an additional 4 months of potential data collection capacity at current usage levels. This meets KPMG Consulting’s storage capacity requirement standard of 4 months of additional storage capacity.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-6B	BellSouth has a defined plan for future capacity to collect data.	Testing in Progress	<p>KPMG Consulting reviewed the BBI shared server specifications document and reviewed server logs to determine that the server had capacity to collect data for the PMAP 2.6 environment.</p> <p>KPMG Consulting verified that BellSouth has established procedures for monitoring its available storage capacity for BBI shared server as well as procedures for monitoring backup capacity for the system. KPMG Consulting reviewed documentation that demonstrates that BellSouth has established policies and procedures for acquiring additional capacity.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-7B	BellSouth has defined and documented error controls for collecting data.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s SQM Validation Plan document confirmed that BellSouth has defined and documented error controls for collecting data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-8B	BellSouth has a documented security process to collect data.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s Corporate Security Standards and DBA responsibilities documentation confirmed that BellSouth has a documented security process to collect data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-9B	The roles and responsibilities of data storage personnel are defined and documented.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s Billing Backup and Storage documentation confirmed that BellSouth has defined and documented the roles and responsibilities of data storage personnel for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-10B	The policies and procedures for data storage are defined and documented.	Testing in Progress	<p>KPMG Consulting reviewed BellSouth documentation and found that BellSouth’s policies and procedures for data storage are defined and documented for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The primary documents reviewed were:</p> <ul style="list-style-type: none"> ◆ Data Retention Policies by SQM; ◆ DBA Responsibilities; and ◆ PMAP Backup and Recovery Overview. <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-11B	Technical guides describing data storage are available.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s backup documentation and the BBI Shared Drive documentation confirmed that BellSouth has technical guides describing data storage for the PMAP 2.6 environment. Technical guides are available at applicable workstations.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-12B	BellSouth is able to identify the exact points for data storage.	Testing in Progress	<p>KPMG Consulting’s review of backup procedures, billing data flows, and process documentation confirmed that BellSouth is able to identify the exact points for data storage for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-13B	BellSouth has capacity to store data.	Testing in Progress	<p>KPMG found that BellSouth has the capacity to store data for the PMAP 2.6 environment.</p> <p>Data is retained on the BBI shared drive as well as backed up to tapes. Eighteen (18) months of data are actively retained online on the shared drive after which it is backed up to tapes. The tapes are rotated every three months.</p> <p>KPMG Consulting received and reviewed BellSouth documentation that shows how much data are backed up, tape rotation schedules and how many tapes are required. With 18 months of data retained online, 16.6% of total capacity is still available to retain data. This meets KPMG Consulting’s storage capacity requirement standard of four months of additional storage capacity.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-14B	BellSouth has a defined plan for future capacity to store data.	Testing in Progress	<p>Data is retained on the BBI shared drive for the PMAP 2.6 environment. The data on the shared drive is backed up to tapes. KPMG Consulting reviewed the BBI Shared Server Storage Plan documentation that defines BellSouth’s plan for future capacity requirements and found that BellSouth has a plan for future capacity.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-15B	BellSouth has defined and documented error controls for storing data.	Testing in Progress	<p>KPMG Consulting reviewed BellSouth's backup documentation and verified that BellSouth has defined and documented error controls for storing data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-16B	BellSouth has documented security procedures for data storage.	Testing in Progress	<p>KPMG Consulting's review of BellSouth's Corporate Security Standards and DBA responsibilities documentation confirmed that BellSouth has a documented security process for data storage for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
Manual Metrics (excluding Billing)			
PMR1-1C	The roles and responsibilities of data collectors are defined and documented.	Testing in Progress	<p>KPMG Consulting's review of BellSouth's SME Validation Plan and Manual Metrics process documents confirmed that the roles and responsibilities for the data collectors are defined and documented for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-2C	The policies and procedures for data collection are defined and documented.	Testing in Progress	<p>KPMG Consulting's review of BellSouth's SME Validation Plan and Manual Metrics process documents confirmed that the policies and procedures for data collection are defined and documented for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-3C	Technical guides describing data collected are available.	Testing in Progress	<p>KPMG Consulting’s review of Interface documents and Data Dictionaries for data mapping verified that BellSouth has technical guides describing the data collected for the PMAP 2.6 environment. Technical guides are available at applicable workstations.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-4C	BellSouth is able to identify the exact points of data collection.	Testing in Progress	<p>KPMG Consulting reviewed BellSouth’s data flow and process documentation to verify that BellSouth is able to identify the exact points of data collection for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-5C	BellSouth has capacity to collect data.	Testing in Progress	<p>KPMG Consulting reviewed BellSouth documentation and server logs and confirmed that BellSouth has capacity to collect data.</p> <p>Data is collected and stored on the PMAP shared drive on an NT server for the PMAP 2.6 environment. KPMG Consulting reviewed the Server Specification Document and server logs that indicated they had 26% of 50 GB of disk space available to collect data. Currently, 18 months of data is stored online and has used only 74% capacity. Data older than 18 months is rolled off to archive each month. BellSouth has at least an additional 6 months of potential data collection capacity at current usage levels. This meets KPMG Consulting’s storage capacity requirement standard of 4 months of additional storage capacity.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-6C	BellSouth has a defined plan for future capacity to collect data.	Testing in Progress	<p>KPMG Consulting reviewed BellSouth’s plan for future capacity. During the course of conducting the test, BellSouth stated it would be adding an additional 106 GB of disk space for collecting data. BellSouth has provided written documentation indicating plans to procure additional capacity are underway for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-7C	BellSouth has defined and documented error controls for collecting data.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s SME Validation Plan and Manual Metrics process documentation confirmed that BellSouth has defined and documented error controls for collecting data for the PMAP 2.6 environment</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-8C	BellSouth has a documented security process to collect data.	Testing in Progress	<p>KPMG Consulting reviewed Access Request and Approval documentation and BellSouth’s Corporate Security Standards and verified that BellSouth has a documented security process to collect data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-9C	The roles and responsibilities of data storage personnel are defined and documented.	Testing in Progress	<p>KPMG Consulting’s review of backup documentation verified that BellSouth has defined and documented the roles and responsibilities of data storage personnel for ALEC and retail data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-10C	The policies and procedures for data storage are defined and documented.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s formal data retention for SQMs document and backup documentation confirmed that the policies and procedures for data storage are defined and documented for ALEC and retail data for the PMAP 2.6 environment.</p> <p>KPMG Consulting found that the data files used to compute the Local Number Portability (LNP) metrics were not being retained, per BellSouth’s retention policy. As a result, KPMG Consulting issued Exception 14.</p> <p>As a result of the exception, BellSouth stated that the LNP data retention policy would be amended to retain data for 13 months on Barney. KPMG Consulting confirmed that the data files would be available for a period of 13 months on Barney, which resulted in the closure of Exception 14.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-11C	Technical guides describing data storage are available.	Testing in Progress	<p>KPMG Consulting reviewed hardware specification documentation, backup procedures and data retention policies and verified that BellSouth has technical guides describing data storage for the PMAP 2.6 environment. Technical guides are available at applicable workstations.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-12C	BellSouth is able to identify the exact points for data storage.	Testing in Progress	<p>KPMG Consulting’s review of BellSouth’s backup documentation and data flow and process documentation confirmed that BellSouth is able to identify the exact points for data storage for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-13C	BellSouth has capacity to store data.	Testing in Progress	<p>KPMG Consulting requested documentation and verified that BellSouth has capacity to collect data for the PMAP 2.6 environment.</p> <p>BellSouth has 26% of 50 GB available for collecting data. Currently, 18 months of data is stored online and has used only 74% capacity. Data older than 18 months is rolled off to archives each month. BellSouth has at least an additional six months of potential data collection capacity at current usage levels. This meets KPMG Consulting’s storage capacity requirement standard of four months of additional storage capacity.</p> <p>KPMG Consulting received and reviewed BellSouth documentation that shows how much data is backed up, tape rotation schedules and how many tapes are required and found that BellSouth has capacity to store data.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-14C	BellSouth has a defined plan for future capacity to store data.	Testing in Progress	<p>BellSouth stated it would be adding an additional 106 GB of disk space for collecting data for the PMAP 2.6 environment. BellSouth has provided written documentation indicating plans to procure additional capacity are underway.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>
PMR1-15C	BellSouth has defined and documented error controls for storing data.	Testing in Progress	<p>KPMG Consulting’s review of backup tools and software documentation, DBA responsibilities documentation, and SME Validation Plan verified that BellSouth has defined and documented error controls for storing data for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR1-16C	BellSouth has documented security procedures for data storage.	Testing in Progress	<p>KPMG Consulting reviewed DBA responsibilities documentation and BellSouth's Corporate Security Standards and verified that BellSouth has a documented security process for data storage for the PMAP 2.6 environment.</p> <p>The points of data collection have changed for PMAP 4.0 and may impact the results of this evaluation. This will be reviewed once PMAP 4.0 is available for review.</p>

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were forty-eight evaluation criteria considered for the Data Collection and Storage Verification and Validation Review (PMR1). All evaluation criteria in PMAP 2.6 were met; however due to the recent introduction of PMAP 4.0, no evaluation criteria have received a satisfied result. All forty-eight criteria must be reviewed against PMAP 4.0 and remain under test at the time of this publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. Section 4.0 and Section 6.0 of this report will be updated as an addendum to the Final Report at a later date.

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B. Test Results: Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2)

1.0 Description

The objective of the Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) was to evaluate the definitions and standards of the BellSouth Operation Support Systems (OSS) Test Service Quality Measurements (SQMs) Plan, Florida Interim Performance Metrics, June 1, 2001, Version 3.00, documentation.

This test evaluated metrics definitions and standards documentation and reviewed the related policies and practices. This included the documentation, policies, and practices associated with both Alternative Local Exchange Carrier (ALEC) measurements and, for standards that involve BellSouth retail analogs, the retail measurements. This test relied on checklists, document reviews and interviews.

The Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) was based on BellSouth OSS Testing SQM Plan and BellSouth Performance Measurement Analysis Platform (PMAP) reports for the PMAP 2.6 environment and the PMAP 4.0 environment once the integration to this new application was completed and in production. At the time of this report, PMAP 4.0 data just became publicly available. BellSouth has begun producing metrics data through the PMAP 4.0 environment; KPMG Consulting will conduct additional testing. Test results will be updated, as an addendum to the Final Report, when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's business process for metrics definitions and standards development.

Business Process Description

The Florida Public Service Commission (FPSC) established an Interim Performance Metrics Work Group, comprised of representatives from the FPSC staff, BellSouth and the ALEC community, and initiated a process for obtaining input regarding metrics for use in OSS testing.

The Interim Performance Metrics Work Group participated in workshops on December 1, 1999 and December 17, 1999 using the September 15, 1999 version of the BellSouth SQM document as the starting point. The resulting set of OSS Interim Performance Metrics was approved and ordered by the Florida Public Service Commission on February 8, 2000.

The BellSouth OSS Test SQM Plan, Florida Interim Performance Metrics document defines each of the SQMs included in the OSS test. The specific exclusions, business rules, levels of disaggregation, the calculation description, and other information pertaining to report structure, data retention, and evaluation standards are identified in this document as well.

On the 21st of each month, or the next business day if the 21st is a weekend or holiday, the previous month's SQM performance results are downloaded into BellSouth's Performance Measurement Analysis Platform (PMAP). PMAP provides each ALEC access to its individual metric results via internet access.

3.0 Methodology

This section summarizes the test methodology.

3.1 Scenarios

Scenarios were not applicable to this test.

3.2 Test Targets and Measures

The test target was the set of definitions, exclusions, calculation descriptions, and associated information in the June 1, 2001, Version 3.00 SQM documentation. Processes evaluated included the following:

- ◆ Documentation of metrics definitions and standards;
- ◆ Distribution of metrics definitions and standards; and
- ◆ Distribution of metrics reports.

3.3 Data Sources

Primary sources included the BellSouth OSS Testing SQM, Florida Interim Performance Metrics, June 1, 2001, Version 3.00, BellSouth's PMAP reports and the FPSC Orders for Docket Nos. 981834-TP and 960786-TL.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) consisted of reviewing two types of BellSouth metric documentation: i) the BellSouth OSS Testing SQM Plan, Florida Interim Performance Metrics, Version 3.00 and ii) the BellSouth's PMAP reports.

KPMG Consulting examined the SQM document to verify that the measurements accurately represented BellSouth's reporting agreement with the FPSC. KPMG Consulting also verified that the PMAP reports were complete and consistent in accordance with the guidelines, as well as available to BellSouth's wholesale customers on a consistent basis. Lastly, KPMG Consulting verified that BellSouth published the monthly reports on time.

The Metrics Definition and Standards Development and Documentation Verification and Validation Review (PMR2) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for Metrics Definition and Standards Development and Documentation Verification & Validation Review (PMR2).

The data collected were analyzed employing the evaluation criteria detailed in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 2-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 2-2.

Table 2-1: PMR2 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	2	9
Total Disposed as of Final Report Date	2	9
Total Open as of Final Report Date	0	0

Table 2-2: PMR2 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PMR2-1	The process to develop and document metrics definitions is complete and consistent.	Testing in Progress	KPMG Consulting reviewed the process to develop and document the metrics definitions as outlined in the Florida Public Service Commission Order No. PSC-00-0260-PAA-TP, Docket Nos. 981834-TP and 960786-TL and found that BellSouth followed the process to develop and document the metrics definitions as described in the order and dockets above for the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-2	Metrics definitions are consistent with the intent of the metrics.	Testing in Progress	KPMG Consulting reviewed the metrics definitions and found them to be consistent with the intent of the metrics for the PMAP 2.6 environment. During review of BellSouth's Business Rules for pre-ordering and maintenance and repair OSS interface availability, KPMG Consulting found the language defining full outages was ambiguous. KPMG Consulting issued Exception 59. BellSouth agreed that the intent described in the Business Rules documentation was unclear and submitted a revised (red-lined) SQM to address the issue. KPMG Consulting reviewed BellSouth's changes and was satisfied that all of the issues raised were properly addressed. Exception 59 was closed.

Test Reference	Evaluation Criteria	Result	Comments
			<p>During review of BellSouth’s Business Rules for ALEC interface outage notification, KPMG Consulting found the language defining the verification process for notification of ALEC interface outages was ambiguous. KPMG Consulting issued Exception 81. KPMG Consulting also discovered that BellSouth did not clearly define when the clock starts or stops for the 15 minute notification interval and the 20 minute outage duration. BellSouth agreed that the intent described in the Business Rules documentation was unclear and submitted a revised (red lined) SQM to address the issue. KPMG Consulting reviewed BellSouth’s changes and was satisfied that all of the issues raised were properly addressed. Exception 81 was closed.</p> <p>KPMG Consulting compared all other metrics definitions in the BellSouth OSS Testing SQM Plan documentation and found they were consistent with the intent of the metric for the PMAP 2.6 environment.</p> <p>Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR2-3	Documented metrics calculations are consistent with documented metrics definitions.	Testing in Progress	<p>KPMG Consulting reviewed the documented calculations in the BellSouth OSS Testing SQM documentation and found that the formula prescribed to calculate each metric was consistent with the intent of the documented definition for the PMAP 2.6 environment.</p> <p>Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR2-4	Documented metrics exclusions are appropriate.	Testing in Progress	<p>KPMG Consulting reviewed the exclusions listed in the BellSouth OSS Testing SQM documentation and found that they are appropriate within the context of the metrics definition for the PMAP 2.6 environment.</p> <p>Metrics definitions and standards may have changed in the PMAP 4.0 environment.</p>

Test Reference	Evaluation Criteria	Result	Comments
			Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-5	Metrics definitions are made available in accordance with required distribution guidelines.	Testing in Progress	KPMG Consulting verified that the metrics definitions were made available on the BellSouth PMAP website in accordance with the required distribution guidelines as stated in the FPSC Order No. PSC-00-0260-PAA-TP, Docket Nos. 981834-TP and 960786-TL for the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-6	The process to develop and document metrics reports is complete and consistent.	Testing in Progress	KPMG Consulting reviewed the process to develop and document the metrics reports as outlined in the FPSC Order No. PSC-00-0260-PAA-TP, Docket Nos. 981834-TP and 960786-TL and found it to be complete and consistent in the PMAP 2.6 environment. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR2-7	Metrics reports are made available in accordance with required distribution guidelines.	Testing in Progress	KPMG Consulting verified that the metrics reports for the May 2001, July 2001 and August 2001 test months were made available on the 21 st of each month in accordance with the required distribution guidelines for the PMAP 2.6 environment as stated on the BellSouth PMAP website. Metrics definitions and standards may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of the test.

6.1 *Summary of Findings*

There were seven evaluation criteria considered for the Metrics Definitions and Standards Development and Documentation Verification and Validation Review (PMR2). All evaluation criteria in the PMAP 2.6 environment received a satisfied result; however due to the recent introduction of PMAP 4.0, no evaluation criteria have received a satisfied result. All seven criteria must be reviewed against PMAP 4.0 and remain under test at the time of this publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. Section 4.0 and Section 6.0 of this report will be updated as an addendum to the Final Report at a later date.

C. Test Results: Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3)

1.0 Description

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) evaluated BellSouth's policies and practices for managing changes to Service Quality Measurements (SQM). The evaluation also included a review of policies and procedures for communicating SQM changes to the Florida Public Service Commission (FPSC) and to the Alternative Local Exchange Carriers (ALEC). BellSouth's SQMs may undergo changes in definitions, standards, allowed exclusions, report dimensions, or calculation methods. In addition, new SQMs may be added. This test evaluated the process for developing, testing, implementing, and monitoring SQM changes and communicating those changes to relevant stakeholders.

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) was based on BellSouth policies and procedures for change management related to Performance Measurement Analysis Platform (PMAP) systems and reports for the PMAP 2.6 environment and the PMAP 4.0 environment once the integration to this new application was completed and in production. At the time of this report, PMAP 4.0 data just became publicly available. BellSouth has begun producing metrics data through the PMAP 4.0 environment; KPMG Consulting is conducting additional testing. Test results will be updated, as an addendum to the Final Report, when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's internal change management business process associated with changes to the production of SQMs prior to the introduction of BellSouth's PMAP 4.0. PMAP is an extensive performance metrics platform designed to capture data and produce reports directly from BellSouth's major legacy Operations Support Systems (OSS). This section will be updated, should the metrics change management process be impacted by the introduction of PMAP 4.0.

2.1 Business Process Description

BellSouth's change management process evaluates, implements, and tracks changes in the production and reporting of the performance metrics. Metrics change control requests arise from regulatory mandates, metric maintenance changes, or metric emergency changes. Metric maintenance changes and metric emergency changes are production fixes discovered during the course of a production run. In most cases, these fixes result from coding errors or missed impacts from the most current software release. BellSouth does not actively seek input or comments from ALECs regarding change requests.

The change management process begins when a change request initiated by BellSouth, is logged into BellSouth's internal change control database called TestDirector⁴¹⁹, which tracks metric changes from initiation to completion. Only BellSouth employees can access TestDirector. BellSouth subject matter experts (SME) and members of the PMAP production team use TestDirector to log change requests or issues for consideration by the Change Control Board

⁴¹⁹ BellSouth transitioned from TeamConnection to TestDirector during the course of testing. KPMG Consulting interviewed BellSouth SMEs in February 2002 and reviewed documented process flows and confirmed that the change management process was indeed the same for TestDirector as it had been in TeamConnection.

(CCB), which is comprised of BellSouth managers. Entries include a description of the issue or the required change, the date it was opened, the originator of the issue, the BellSouth employee to whom it is assigned, and fields for how and when the issue or change request is resolved. TestDirector assigns a number to each entry for tracking purposes.

When a change involves modifications to PMAP or other source systems, the respective system managers and database administrators become involved in the change management process. The CCB reviews and prioritizes proposed changes in bi-weekly meetings and other meetings concerned with the SQM production cycle. BellSouth's Change Control Manager (CCM) examines the accuracy, completeness, and scope of the change and determines whether additional information or clarification is required before proceeding through the process.

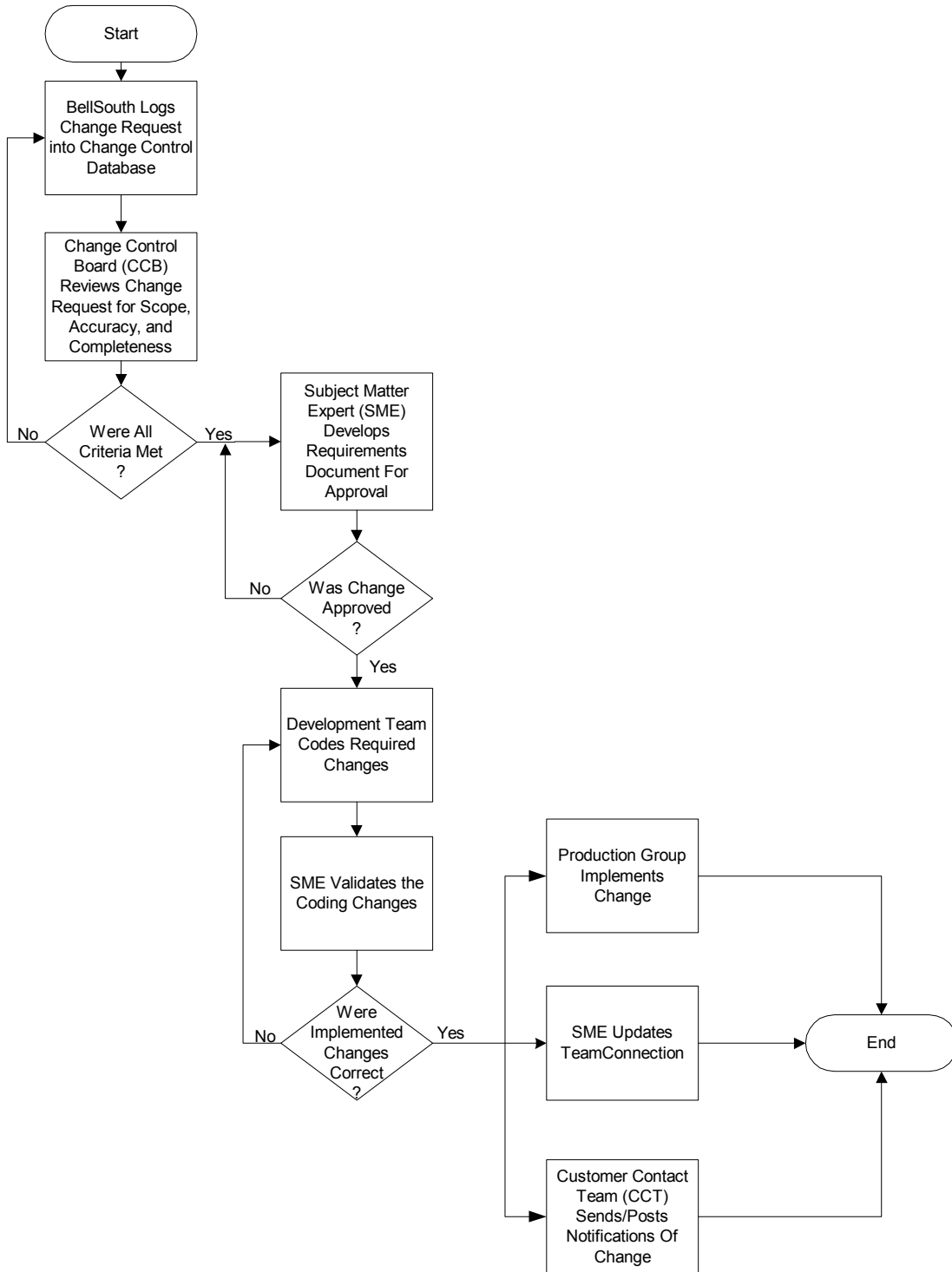
After a metrics change is implemented, BellSouth's Customer Contact Team (CCT) provides notification of the implemented metrics change to the FPSC⁴²⁰, ALECs, and internal BellSouth customers. BellSouth publishes and posts a Raw Data User Manual (RDUM) monthly with SQM changes listed in the Version Change Log on its website⁴²¹. The RDUM documents the process to manipulate the raw data to recreate the Performance Measurement reports. BellSouth also notifies relevant parties of incorrect SQM reports via web postings and email messages.

The change management process followed by BellSouth is illustrated in Figure 3-1:

⁴²⁰ BellSouth updated its contact list to include the FPSC for notification of any major changes implemented that impact the web site or reporting.

⁴²¹ <http://pmap.bellsouth.com>.

Figure 3-1: BellSouth Change Control Management Process Flowchart



3.0 *Methodology*

3.1 *Scenarios*

Scenarios were not applicable to this test.

3.2 *Test Targets and Measures*

The test target was to evaluate BellSouth's ability to process changes to metrics standards, definitions, and/or calculation of metrics in a controlled and consistent fashion. The change management sub-processes included in the test are summarized below:

- ◆ Developing change proposals;
- ◆ Evaluating change proposals;
- ◆ Implementing change proposals;
- ◆ Change interval;
- ◆ Documentation;
- ◆ Notification; and
- ◆ Tracking change proposals.

3.3 *Data Sources*

The key documents collected for the test included the following:

- ◆ Change Control – Using TestDirector Implemented for PMAP, Version 1.2, August 2001;
- ◆ PMAP Release Notes, June 2000 and July 2000;
- ◆ Issue Management and Change Control Process Plan, Version 2.2, June 2000;
- ◆ Service Quality Measurement Validation Plan, July 2000;
- ◆ Roles and Responsibilities Regarding Filing Changes to SQM Reports to Regulatory Agencies, Issued January 17, 2001;
- ◆ PMAP Procedures CLEC Interface Group Information Package, Version 1.1, January 24, 2002;
- ◆ Quality Assurance Plan, Version 1.0, January 30, 2001;
- ◆ Raw Data User Manual, June 2001, August 2001, October 2001, January 2002, and February 2002;
- ◆ Change Control Board Meeting Minutes, November 2001; and
- ◆ SQM Document Change Control Guide, Version 1.1.

3.4 *Data Generation/Volumes*

This test did not rely on data generation or volume testing.

3.5 *Evaluation and Analysis Methods*

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) included interviews with BellSouth personnel and reviews of BellSouth metric change information including policies, procedures, and technical documentation.

KPMG Consulting approached the evaluation of BellSouth’s change management process in three stages. In the first stage, KPMG Consulting developed a series of questions for BellSouth personnel involved with the process, conducted interviews, and observed meetings related to this process. In the second stage, KPMG Consulting requested and reviewed BellSouth change management documentation. In the final stage, KPMG Consulting determined if BellSouth was following the documented processes by evaluating adherence of a sample of changes encountered by KPMG Consulting testers.

The Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3) included a checklist of evaluation criteria developed by KPMG Consulting during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3).

The data collected were analyzed employing the evaluation criteria contained in Section 4.1 below.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 3-1. For additional exception and observation information, refer to Appendices D and E, respectively. The evaluation criteria and results are presented in Table 3-2.

Table 3-1: PMR3 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	2	6
Total Disposed as of Final Report Date	2	6
Total Remaining Open as of Final Report Date	0	0

Table 3-2: PMR3 Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
PMR3-1	A defined and documented process for developing metrics change proposals exists.	Testing in Progress	BellSouth defines and documents the process for developing metrics change proposals in two documents. These are “Change Control – Using TestDirector Implemented for PMAP (Version 1.2, August 3, 2001)” and the “Quality Assurance Plan (Version 1.0, January 30, 2001).” KPMG Consulting reviewed these BellSouth documents and confirmed that the end-to-end process and the roles and responsibilities are defined for the

Test Reference	Evaluation Criteria	Result	Comments
			<p>PMAP 2.6 environment.</p> <p>During an interview, KPMG Consulting found that BellSouth did not always follow the required steps identified in the documented process and issued Exception 78.</p> <p>As a result of the exception, BellSouth revised the “Change Control – Using TestDirector Implemented for PMAP” document. KPMG Consulting retested for adherence and the exception was closed.</p> <p>Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR3-2	A defined and documented process for evaluating metrics change proposals exists.	Testing in Progress	<p>BellSouth defines the process for evaluating metrics change proposals in the “Change Control – Using TestDirector Implementation for PMAP” and the Quality Assurance Plan.</p> <p>KPMG Consulting reviewed BellSouth’s documentation that provides details of the systematic procedures that are followed for evaluating metrics change proposals. KPMG Consulting found that BellSouth did not follow the systematic procedures for evaluating metrics change and issued Exception 78.</p> <p>BellSouth revised the “Change Control – Using TestDirector Implemented for PMAP” change control process documentation. KPMG Consulting retested for adherence in the PMAP 2.6 environment and closed the exception.</p> <p>Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR3-3	A process for implementing metrics change proposals exists.	Testing in Progress	<p>BellSouth’s documented process for implementing metrics change proposals exists in the “Change Control – Using TestDirector Implemented for PMAP.”</p> <p>KPMG Consulting confirmed that metric changes planned for the current month are reviewed and an estimated time to complete implementation is requested for the PMAP 2.6 environment.</p> <p>KPMG Consulting validated that automated changes and manual metrics with raw data collection for PMAP use the change control process as documented in the Change Control – Using TestDirector Implemented for PMAP. This was accomplished by reviewing individual change entries in TestDirector</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>and its reports.</p> <p>KPMG Consulting verified that BellSouth SMEs validate that changes were implemented as planned and defined in the SME Validation Plan.</p> <p>Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR3-4	A defined process for establishing implementation intervals for metric changes exists.	Testing in Progress	<p>KPMG Consulting reviewed BellSouth’s Change Control – Using TestDirector Implemented for PMAP and Performance Measurements and Quality Assurance Plan and found that it defined the process for establishing implementation intervals for metric changes in the PMAP 2.6 environment.</p> <p>BellSouth’s PMAP CCB targets each metric change for a particular monthly release date or implementation interval. An internally defined prioritization process in conjunction with resource availability and change complexity is used to determine the targeted release date.</p> <p>Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR3-5	Documentation is updated according to published guidelines.	Testing in Progress	<p>KPMG Consulting verified that changes to the RDUM follow the documented change control process and are tracked and updated in TestDirector by reviewing TestDirector reports, CCB meeting notes and the “Change Control – Using TestDirector Implemented for PMAP” document for the PMAP 2.6 environment.</p> <p>Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR3-6	A metrics change and error notification process exists.	Testing in Progress	<p>KPMG Consulting reviewed BellSouth’s CLEC Notification Procedures Manual, an internal document, and found that a metrics change and error notification process exists. The notification procedures address notice given to ALECs and regulatory agencies after changes have taken place.</p> <p>Adherence to the notification process was verified by reviewing changes listed on the Version Change Log. Confirmation that the notifications and the correct version of documents were posted on the PMAP website was verified. Errors and report restatement notifications were also confirmed during this review.</p>

Test Reference	Evaluation Criteria	Result	Comments
			Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.
PMR3-7	A documented process for tracking metrics changes exists.	Testing in Progress	<p>A documented process for internally tracking metrics changes exists in the PMAP 2.6 environment. There is no process that allows an ALEC to track proposed metric changes until they are implemented.</p> <p>KPMG Consulting reviewed BellSouth’s TestDirector reports reflecting the status of requested changes. Eight changes with the highest priority were observed as implemented but remained open on the reports for over seven months after implementation. KPMG Consulting identified this as an inconsistency between the process and documentation and issued Exception 119.</p> <p>KPMG Consulting reviewed BellSouth’s February 2002 Change Control Board Meeting minutes and the supporting documentation associated with outstanding defects. KPMG Consulting found that BellSouth appropriately adhered to the documented TeamConnection/TestDirector process. Exception 119 was closed.</p> <p>Policies and procedures for metrics changes may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were seven evaluation criteria considered for the Metrics Definitions and Standards Change Management Verification and Validation Review (PMR3). All seven evaluation criteria in PMAP 2.6 received a satisfied result; however due to the recent introduction of PMAP 4.0, no evaluation criteria have received a satisfied result. All seven criteria must be reviewed against PMAP 4.0 and remain under test at the time of this publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. Section 4.0 and Section 6.0 of this report will be updated as an addendum to the Final Report at a later date.

D. Test Results: Metrics Data Integrity Verification and Validation Review (PMR4)

1.0 Description

The Metrics Data Integrity Verification and Validation Review (PMR4) evaluated the overall policies and practices for processing data used by BellSouth in the production of the reported performance metrics and standards. The objective of the test was to determine the accuracy and the completeness of the Service Quality Measurement (SQM) raw data⁴²² produced by BellSouth. The evaluation also assessed the adequacy and completeness of the related data transfer processes and the internal controls on these processes.

The Metrics Data Integrity Verification and Validation Review (PMR4) relied on BellSouth wholesale and retail performance measure data. KPMG Consulting based its evaluations on BellSouth business rules and the raw data used to calculate BellSouth wholesale and retail performance measures. The raw data was either provided by BellSouth or extracted from the BellSouth Performance Measurements Analysis Platform (PMAP) 2.6 environment. Raw data from the PMAP 4.0 environment (a major metrics system upgrade) became publicly available in June 2002. KPMG Consulting is conducting additional testing to ensure PMAP 4.0 meets the evaluation criteria for the Metrics Data Integrity Verification and Validation Review (PMR4). Test results will be updated, as an addendum to the Final Report, when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's business process associated with data collection and transfer of raw data used to calculate the SQMs.

2.1 Business Process Description

BellSouth receives orders from ALECs and BellSouth customers on a daily basis. There are three basic categories of orders: mechanized, partially mechanized, and manual.

Mechanized and partially mechanized orders flow through various legacy systems for processing and completion. Data processed in the legacy systems is transferred daily to the InterExchange Carrier Analysis and Information System (ICAIS) data warehouse (Barney). At month-end, a snapshot of the database is extracted from Barney and sent to a staging process. From staging, the data is transferred to the Normalized Operational Data Store (NODS). Other operational system data sets, such as a company name look-up table, are direct feeds into staging and NODS. NODS passes all data to the Dimensional Data Store (DDS), which summarizes and aggregates the data and posts the SQM reports to the PMAP website. SQMs calculated entirely within the PMAP process are called automated or mechanized measures.

Some SQMs (e.g. OSS Response Intervals, Billing metrics) do not flow through the PMAP system. BellSouth subject matter experts (SMEs) and business analysts coordinate the collection of the data for manual metrics, produce the reports, and provide them to PMAP Project Managers for posting on the PMAP website. Detailed methods and procedures are developed for use by the SMEs to produce the metrics and validate that the data is collected and stored properly during the process. SQMs calculated using this method are called non-mechanized or manual measures.

⁴²² BellSouth uses the term raw data to describe the performance measurement data at the stage where it enters into the SQM calculations.

Manual measures are calculated using data collected and processed by other methods (i.e. spreadsheets).

3.0 *Methodology*

This section summarizes the test methodology.

3.1 *Scenarios*

Scenarios were not applicable to this test.

3.2 *Test Targets and Measures*

The test targets for Metrics Data Integrity Verification and Validation Review (PMR4) included transfer of data from point(s) of collection, conversion of data from raw to processed form, and the internal controls used in these processes. Included in the review was data from the following domains areas:

- ◆ Pre-Ordering;
- ◆ Ordering;
- ◆ Provisioning,
- ◆ Maintenance and Repair (M&R);
- ◆ Billing;
- ◆ Operator Services (OS)/Directory Assistance (DA);
- ◆ Database Update Information Process;
- ◆ E911;
- ◆ Trunk Group Performance;
- ◆ Collocation;
- ◆ Change Management; and
- ◆ Bona Fide/New Business Request.

3.3 *Data Sources*

The key documents collected for the test included the following:

- ◆ BellSouth OSS Testing SQM Plan, Florida Interim Performance Metrics (Version 3.00, Issued June 1, 2001);
- ◆ Raw Data Users Manual (RDUM);
 - ◆ Raw_Data_Documentation_v2.1.03.doc;
 - ◆ RDUM v2.1.06 – July25 2001.doc;
 - ◆ RDUM v2.1.08 - Aug302001.doc;
 - ◆ RDUM v2.1.09 - Sept272001.doc;
 - ◆ RDUM v2.1.10 - Oct262001.doc;

- ◆ RDUM v2.1.11 - Nov292001.doc;
- ◆ RDUM V2.1.12 Dec282001.doc;
- ◆ RDUM V2.2.01- Jan302002.doc;
- ◆ RDUM V2.2.02b- Feb262002.doc;
- ◆ RDUM V2.2.03- Mar292002.doc;
- ◆ Business rules, data mapping and data transformation documents; and
- ◆ Source and legacy system data sets.

3.4 Data Generation/Volumes

This test did not rely on data generation or volume testing.

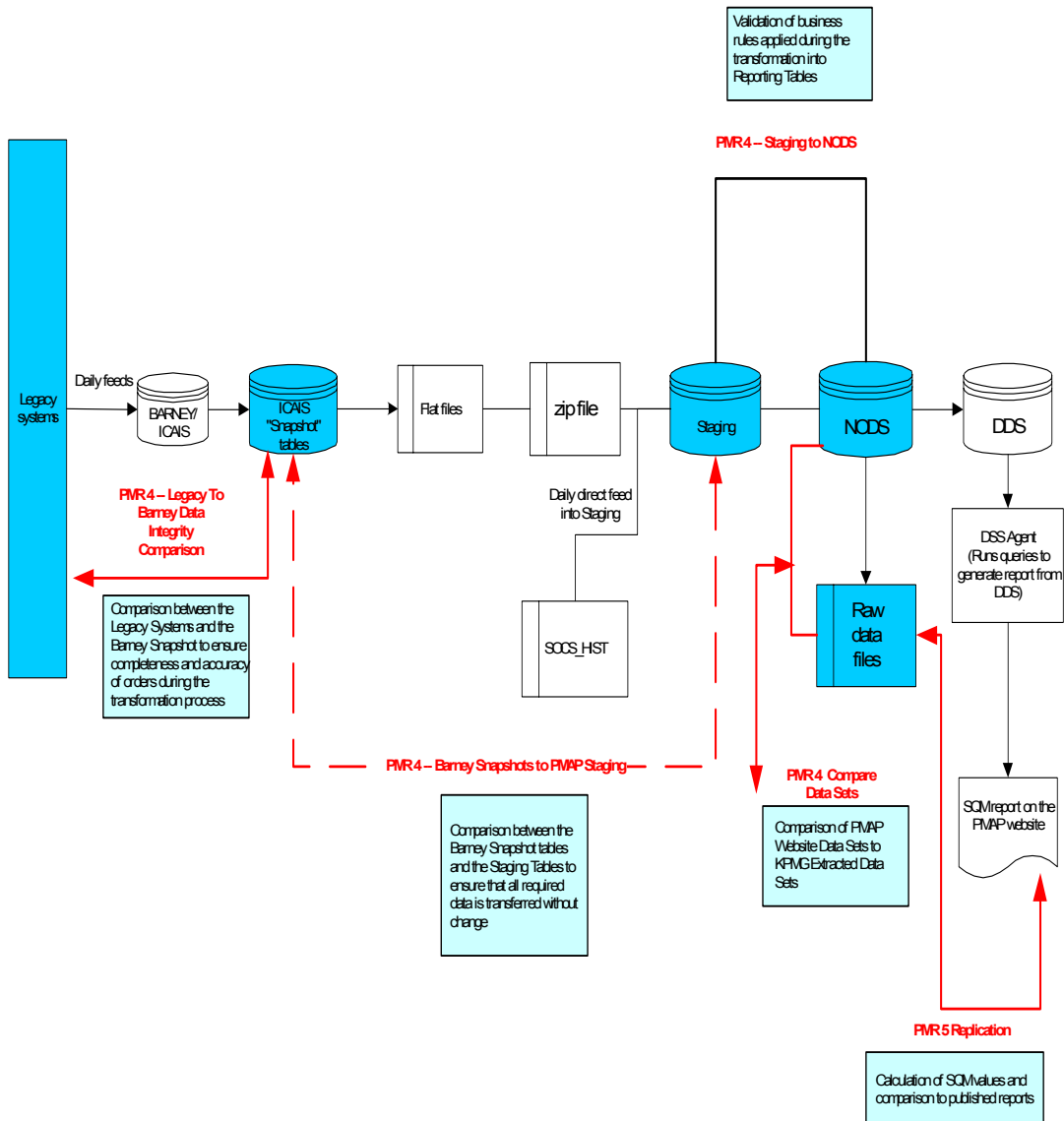
3.5 Evaluation and Analysis Methods

The Metrics Data Integrity Verification and Validation Review (PMR4) for the PMAP SQMs (i.e. SQMs calculated entirely within the PMAP process) was conducted in four steps. First, KPMG Consulting obtained raw data for orders from the BellSouth legacy systems (e.g. LEO, SOCS, etc.) and the Barney snapshot tables. KPMG Consulting compared all transactions received by the legacy systems to the data captured in Barney snapshot tables to ensure the accuracy and completeness of the orders during the transformation process. Second, KPMG Consulting compared the Barney snapshot tables to the PMAP staging tables to ensure that all required data were transferred without changes. Third, KPMG Consulting applied the defined business rules used during the transformation process between the PMAP staging tables and NODS reporting tables to create a data set that met all criteria for inclusion in the reporting database. Data set results were then compared to the NODS reporting tables. The final step was to extract the specific measurement data from NODS and compare that data set to the monthly PMAP published data set to ensure that all transactions were included in the reporting process.

By means of this four-step process, KPMG Consulting was able to assess the accuracy and completeness of reported performance measure disaggregation levels. KPMG Consulting was also able to determine whether there was agreement between KPMG Consulting-generated and BellSouth-generated SQM data sets.

Figure 4-1 depicts the points of comparison for the legacy to PMAP process:

Figure 4-1 Data Integrity Process for "PMAP" Service Quality Measurements



The data for non-mechanized SQMs, which are all calculated manually, are obtained in various formats including EXCEL, MS-WORD, TEXT files, etc. For the non-mechanized SQMs, KPMG Consulting obtained all relevant data and applied the defined business rules used during the transformation process between the source data and the data sets used to calculate SQMs.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 4-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 4-2 below.

Table 4-1: PMR4 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	10	3
Total Disposed as of Final Report Date	2	3
Total Open as of Final Report Date	8	0

Table 4-2: (PMR4) Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
Pre-Ordering – Average Response Time and Response Interval			
PMR4-1-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets for 3 of the 4⁴²³ source systems. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data for the 3 systems tested. Response time and interval data for one of the 4 systems could not be tested as system changes to fix data transfer problems were scheduled for March 2002.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been</p>

⁴²³ Source Systems transform data from Legacy systems into Barney/ICAIS.

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-1-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets for 3 of the 4 source systems. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed data to processed data for the 3 systems tested. Response time and interval data for one of the 4 systems could not be tested as system changes to fix data transfer problems were scheduled for March 2002.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Pre-Ordering – Interface Availability (Pre-ordering/Ordering)			
PMR4-2-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-2-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been</p>

Test Reference	Evaluation Criteria	Result	Comments
			completed.
Pre-Ordering – Interface Availability (M&R)			
PMR4-3-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-3-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Pre-Ordering – Response Interval (M&R)			
PMR4-4-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-4-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	data.		<p>accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Pre-Ordering – Loop Makeup-Response Time – Manual			
PMR4-5-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-5-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Pre-Ordering Loop Makeup-Response Time – Electronic			
PMR4-6-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue</p>

Test Reference	Evaluation Criteria	Result	Comments
			testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-6-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering – Acknowledgment Message Timeliness			
PMR4-7-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-7-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted the PMAP 4.0 environment.</p>
Ordering – Acknowledgment Message Completeness			
PMR4-8-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-8-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Ordering – Percent Flow Through Service Requests (Summary)			
PMR4-9-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets.</p> <p>KPMG Consulting could not replicate BellSouth’s values for Flow Through data for June 2001 and as a result issued Exception 124.</p> <p>KPMG Consulting discovered that BellSouth was not including XDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113.</p> <p>Exceptions 113 and 124 remain open.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
PMR4-9-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets</p> <p>KPMG Consulting could not replicate BellSouth’s values for Flow Through data for June 2001 and as a result issued Exception 124.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>KPMG Consulting discovered that BellSouth was not including XDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113.</p> <p>Exceptions 113 and 124 remain open.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
Ordering – Percent Flow Through Service Requests (Detail)			
PMR4-10-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets.</p> <p>KPMG Consulting could not replicate BellSouth’s values for Flow Through data for June 2001 and as a result issued Exception 124.</p> <p>KPMG Consulting discovered that BellSouth was not including XDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113.</p> <p>Exceptions 113 and 124 remain open.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
PMR4-10-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets.</p> <p>KPMG Consulting could not replicate BellSouth’s values for Flow Through data for June 2001 and as a result issued Exception 124.</p> <p>KPMG Consulting discovered that BellSouth was not including XDSL orders for Ordering Flow Through reporting data and as a result issued Exception 113.</p> <p>Exceptions 113 and 124 remain open.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>

Test Reference	Evaluation Criteria	Result	Comments
Ordering – Percent Rejected Service Requests (Non-Trunks)			
PMR4-11-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 2.6 process and as a result issued Exceptions 120 and 143. Exceptions 120 and 143 remain open.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
PMR4-11-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 2.6 process and as a result issued Exceptions 120 and 143. Exceptions 120 and 143 remain open.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
Ordering - Percent Rejected Service Requests (Trunks)			
PMR4-12-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-12-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for</p>

Test Reference	Evaluation Criteria	Result	Comments
			data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Ordering - Reject Interval (Non-Trunks)			
PMR4-13-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 2.6 process and as a result issued Exception 144. Exception 144 remains open. Testing will continue and be completed in the PMAP 4.0 environment.
PMR4-13-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets and found that BellSouth constructed data incorrectly in the NODS stage of the PMAP process and as a result issued Observation 6 and later escalated to Exception 36. Exception 36 remains open. Testing will continue and be completed in the PMAP 4.0 environment.
Ordering - Reject Interval (Trunks)			
PMR4-14-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-14-2	BellSouth accurately transferred data from unprocessed to processed	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.

Test Reference	Evaluation Criteria	Result	Comments
	data.		<p>unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Ordering - Firm Order Confirmation (FOC) Timeliness (Non-Trunks)			
PMR4-15-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly excludes data between the Barney Snapshots and NODS phases of the PMAP 2.6 process and as a result issued Exceptions 114 and 145. Exceptions 114 and 145 remain open.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
PMR4-15-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly included multiple instances of the same order in NODS and as a result issued Exception 150.</p> <p>BellSouth stated the September 2001 RDUM did not contain instructions required to eliminate duplicate instances and that the instructions had been corrected with the 2.2.1 version of the RDUM. KPMG Consulting reviewed RDUM version 2.2.1 and confirmed that the instructions had been corrected. KPMG Consulting retested January 2002 data and found that the problem had been resolved. Exception 150 was closed.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
Ordering - FOC Timeliness (Trunks)			

Test Reference	Evaluation Criteria	Result	Comments
PMR4-16-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-16-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Ordering – Service Inquiry with Local Service Request (LSR) FOC Response Time			
PMR4-17-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-17-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be</p>

Test Reference	Evaluation Criteria	Result	Comments
			updated when PMAP 4.0 testing has been completed.
Ordering – FOC and Reject Response Completeness (Trunks)			
PMR4-18-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-18-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Ordering - FOC and Reject Response Completeness (Non-Trunks)			
PMR4-19-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-19-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in</p>

Test Reference	Evaluation Criteria	Result	Comments
			the PMAP 4.0 environment.
Ordering - Speed of Answer in Ordering Center			
PMR4-20-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-20-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering – Local Number Portability (LNP) – Percent Rejected Services Requests			
PMR4-21-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-21-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for

Test Reference	Evaluation Criteria	Result	Comments
			<p>data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
<p>Ordering – LNP – Reject Interval Distribution & Average Reject Interval</p>			
PMR4-22-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-22-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
<p>Ordering – LNP – FOC Timeliness Interval Distribution & FOC Average Interval</p>			
PMR4-23-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-23-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was</p>

Test Reference	Evaluation Criteria	Result	Comments
			unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Mean Held Order Interval and Distribution Intervals			
PMR4-24-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-24-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Mean Held Order Interval and Distribution Intervals (Trunks)			
PMR4-25-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-25-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.

Test Reference	Evaluation Criteria	Result	Comments
			Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices			
PMR4-26-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-26-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Provisioning - Percent Missed Installation Appointments			
PMR4-27-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-27-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in</p>

Test Reference	Evaluation Criteria	Result	Comments
			the PMAP 4.0 environment.
Provisioning - Percent Missed Installation Appointments (Trunks)			
PMR4-28-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-28-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Provisioning - Average Completion Interval / Order Completion Interval Distribution			
PMR4-29-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-29-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>

Test Reference	Evaluation Criteria	Result	Comments
Provisioning - Average Completion Notice Interval			
PMR4-30-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly included multiple instances of the same Service Order Numbers in NODS for June 2001 data and as a result issued Exception 125.</p> <p>In response to Exception 125, BellSouth stated that the issue has been resolved starting with August 2001 data.</p> <p>KPMG Consulting conducted a retest based on November 2001 data and issued Amended Exception 125 when the same issues were discovered.</p> <p>In response to Amended Exception 125, BellSouth stated that the problem had been resolved for December 2001 data. KPMG Consulting retested using December 2001 data and agreed that the issue had been resolved. The exception was closed.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
PMR4-30-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>As part of PMAP 2.6 testing, KPMG Consulting compared metrics source data to reporting data sets. KPMG Consulting found that BellSouth incorrectly included multiple instances of the same Service Order Numbers in NODS for June 2001 data and as a result issued Exception 125.</p> <p>In response to Exception 125, BellSouth stated that the issue has been resolved starting with August 2001 data.</p> <p>KPMG Consulting conducted a retest based on</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>November 2001 data and issued Amended Exception 125 when the same issues were discovered to still exist.</p> <p>In response to Amended Exception 125, BellSouth stated that the problem had been resolved for December 2001 data. KPMG Consulting retested using December 2001 data and agreed that the issue had been resolved. The exception was closed.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing will continue and be completed in the PMAP 4.0 environment.</p>
<p>Provisioning – Percentage Completions/Attempts Without Notice or <24 Hours Notice</p>			
PMR4-31-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criteria will be conducted in the PMAP 4.0 environment.</p>
PMR4-31-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criteria will be conducted in the PMAP 4.0 environment.</p>
<p>Provisioning - Coordinated Customer Conversions (CCC)</p>			
PMR4-32-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting</p>

Test Reference	Evaluation Criteria	Result	Comments
			with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-32-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning – CCC – Hot Cuts Timeliness Percentage Within Interval and Average Interval			
PMR4-33-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-33-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
Provisioning – CCC Average Recovery Time			
PMR4-34-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-34-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning – Hot Cuts Troubles Within 7 Days of Service Order Completion			
PMR4-35-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-35-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Provisioning – Cooperative Acceptance Testing – Percent of xDSL Loops Tested</p>			
PMR4-36-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-36-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
<p>Provisioning - Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks)</p>			
PMR4-37-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate transformation documentation for the staging to NODS was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-37-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP</p>

Test Reference	Evaluation Criteria	Result	Comments
			2.6 environment because accurate transformation documentation for the staging to NODS was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks)			
PMR4-38-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-38-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning - Total Service Order Cycle Time			
PMR4-39-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for the staging to NODS was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-39-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was

Test Reference	Evaluation Criteria	Result	Comments
			unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
Provisioning – Service Order Accuracy			
PMR4-40-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing this criteria to ensure PMAP 4.0 meets this evaluation criteria. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-40-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing this criteria to ensure PMAP 4.0 meets this evaluation criteria. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning – LNP – Percent Missed Installation Appointments			
PMR4-41-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data. This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable. Testing for this criterion will be conducted in the PMAP 4.0 environment.
PMR4-41-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.

Test Reference	Evaluation Criteria	Result	Comments
	data.		<p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Provisioning – LNP – Average Disconnect Timeliness			
PMR4-42-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR-4-42-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Provisioning – LNP - Total Service Order Cycle Time			
PMR4-43-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-43-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Maintenance and Repair – Missed Repair Appointments			
PMR4-44-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-44-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Maintenance and Repair – Customer Trouble Report Rate			
PMR4-45-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-45-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Maintenance and Repair – Maintenance Average Duration			
PMR4-46-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-46-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate transformation documentation for the staging to NODS was unavailable.</p> <p>Testing for this will be conducted in the PMAP 4.0 environment.</p>
Maintenance and Repair – Percent Repeat Troubles Within 30 Days			
PMR4-47-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate transformation documentation for the staging to NODS was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-47-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p>

Test Reference	Evaluation Criteria	Result	Comments
			Testing for this criterion will be conducted in the PMAP 4.0 environment.
Maintenance and Repair - Out of Service > 24 hours			
PMR4-48-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-48-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
Maintenance and Repair – Average Answer Time – Repair Centers			
PMR4-49-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in the PMAP 4.0 environment.</p>
PMR4-49-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>KPMG Consulting has not yet determined if BellSouth accurately transferred data from unprocessed to processed data.</p> <p>This criterion could not be tested in the PMAP 2.6 environment because accurate and complete transformation documentation for data between the staging to NODS steps was unavailable.</p> <p>Testing for this criterion will be conducted in</p>

Test Reference	Evaluation Criteria	Result	Comments
			the PMAP 4.0 environment.
Maintenance and Repair – Mean Time to Notify CLEC of Network Outages			
PMR4-50-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-50-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Invoice Accuracy			
PMR4-51-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data. PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-51-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	data.		<p>accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing – Mean Time to Deliver Invoices			
PMR4-52-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-52-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing – Usage Data Delivery Accuracy			
PMR4-53-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue</p>

Test Reference	Evaluation Criteria	Result	Comments
			testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-53-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing criterion to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing – Usage Data Delivery Completeness			
PMR4-54-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-54-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing – Usage Data Delivery Timeliness			

Test Reference	Evaluation Criteria	Result	Comments
PMR4-55-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-55-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing – Mean Time to Deliver Usage			
PMR4-56-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-56-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting</p>

Test Reference	Evaluation Criteria	Result	Comments
			with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Recurring Charge Completeness			
PMR4-57-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-57-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing – Non-Recurring Charge Completeness			
PMR4-58-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been</p>

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-58-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Toll)			
PMR4-59-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR-4-59-2	BellSouth does not inappropriately add data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds–(Toll)			
PMR4-60-1	BellSouth excludes appropriate data during the transfer of unprocessed data to	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	processed data.		<p>excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-60-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Operator Services (Toll) and Directory Assistance – Average Speed to Answer (Directory Assistance)			
PMR4-61-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-61-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be</p>

Test Reference	Evaluation Criteria	Result	Comments
			updated when PMAP 4.0 testing has been completed.
Operator Services (Toll) and Directory Assistance – Percent Answered within “X” Seconds (Directory Assistance)			
PMR4-62-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-62-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Database Update Information – Average Database Update Interval			
PMR4-63-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-63-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth

Test Reference	Evaluation Criteria	Result	Comments
	data.		<p>accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Database Update Information – Percent Database Update Accuracy			
PMR4-64-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-64-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Database Update Information Process – Percent NXXs and LRNs Loaded by LERG Effective Date			
PMR4-65-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been</p>

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-65-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
E911 – Timeliness			
PMR4-66-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-66-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
E911 – Accuracy			
PMR4-67-1	BellSouth excludes appropriate data during the transfer of unprocessed data to	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting's review confirmed that BellSouth</p>

Test Reference	Evaluation Criteria	Result	Comments
	processed data.		<p>excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-67-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
E911 – Mean Interval			
PMR4-68-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-68-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be</p>

Test Reference	Evaluation Criteria	Result	Comments
			updated when PMAP 4.0 testing has been completed.
Trunk Group Performance – Trunk Group Performance – Aggregate			
PMR4-69-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-69-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Trunk Group Performance – CLEC Specific			
PMR4-70-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-70-2	BellSouth accurately transferred data from unprocessed to processed	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG

Test Reference	Evaluation Criteria	Result	Comments
	data.		<p>Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Collocation – Average Response Time			
PMR4-71-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-71-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Collocation – Average Arrangement Time			
PMR4-72-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM</p>

Test Reference	Evaluation Criteria	Result	Comments
			reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR4-72-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Collocation – Percent of Due Dates Missed			
PMR4-73-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-73-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management – Timeliness of Change Management Notices			

Test Reference	Evaluation Criteria	Result	Comments
PMR4-74-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-74-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management – Change Management Notice Average Delay Days			
PMR4-75-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-75-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting</p>

Test Reference	Evaluation Criteria	Result	Comments
			with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Change Management – Timeliness of Documents Associated With Change			
PMR4-76-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-76-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management – Average Delay Days for Documentation			
PMR4-77-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been</p>

Test Reference	Evaluation Criteria	Result	Comments
			completed.
PMR4-77-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management – Notification of CLEC Interface Outages			
PMR4-78-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-78-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Bona Fide/New Business Request - Percentage of BFR/NBR Requests Processed Within 30 Business Days			
PMR4-79-1	BellSouth excludes appropriate data during the transfer of	Testing in Progress	This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG

Test Reference	Evaluation Criteria	Result	Comments
	unprocessed data to processed data.		<p>Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-79-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Bona Fide/New Business Request – Percentage of Quotes Provided for Authorized BFR/NBR Requested Process Within X (10, 30, 60) Business Days			
PMR4-80-1	BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth excludes appropriate data during the transfer of unprocessed data to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR4-80-2	BellSouth accurately transferred data from unprocessed to processed data.	Testing in Progress	<p>This criterion was tested in the PMAP 2.6 environment with the comparison of metrics source data to reporting data sets. KPMG Consulting’s review confirmed that BellSouth accurately transferred data from unprocessed to processed data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 starting with the publication of the April 2002 SQM reports. KPMG Consulting will continue</p>

Test Reference	Evaluation Criteria	Result	Comments
			testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 160 evaluation criteria considered for the Metrics Data Integrity Verification and Validation Review (PMR4) test. Due to the recent introduction of PMAP 4.0, and the outstanding issues discovered in PMAP 2.6, no evaluation criteria have received a satisfied result. All 160 criteria must be reviewed against PMAP 4.0 and remain under test at the time of this draft publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. Section 4.0 and Section 6.0 of this report will be updated as an addendum to the Final Report at a later date.

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E. Test Results: Metrics Calculations Verification and Validation Review (PMR5)

1.0 Description

The Metrics Calculations Verification and Validation Review (PMR5) evaluated the processes used to calculate and report performance measures and retail analogs. The Florida Public Service Commission Order, Docket Nos. 981834-TP and 960786-TL, PSC-01-1428-PAA-TL, and Florida Interim Performance Metrics, Version 3.00, issued June 1, 2001, identified the specific performance measures included in the review. The metrics values reported by BellSouth were validated by recalculating Alternate Local Exchange Carriers (ALEC) aggregate metrics and BellSouth retail analogs from raw data and reconciled discrepancies. The test used both data collected by KPMG Consulting and BellSouth from the execution of transactions. The test also analyzed the documentation published by BellSouth regarding metrics and the consistency between the definitions documentation and the procedures used for calculating metrics.

The objectives of the test were to determine the accuracy of metrics calculations and to test for consistency between the BellSouth Service Quality Measurements (SQM) ordered by the Florida Public Service Commission (FPSC) and the procedures used by BellSouth for calculating metrics. The test also examined BellSouth's monthly SQM reports to determine whether BellSouth reported all the metrics and standards it was required to report according to the SQM Guidelines.

KPMG Consulting based its evaluations on BellSouth computational instructions and on raw data provided by BellSouth or raw data extracted from BellSouth systems within the PMAP 2.6 environment and the PMAP 4.0 environment once the integration to the new application was completed and in production. Raw data from the PMAP 4.0 environment (a major metrics system upgrade) became publicly available in June 2002. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets the evaluation criteria for the Metrics Calculations Verification and Validation Review (PMR5). PMR5 test results will be updated, as an addendum to the Final Report, when PMAP 4.0 testing has been completed.

2.0 Business Process

This section describes BellSouth's business processes involved in the Metrics Calculations Verification and Validation Review (PMR5).

2.1 Business Process Description

BellSouth produces monthly performance measurement reports called SQMs. The SQM plan for Florida contains definitions of the SQMs along with business rules, exclusions, calculation descriptions, and levels of disaggregation. SQMs were established for service domains and are calculated for both ALECs and BellSouth retail when applicable. Most SQMs are calculated for individual ALECs; however, some SQMs are calculated at an aggregate level and others report aggregate ALEC results for comparison against BellSouth retail results.

Each month, BellSouth extracts and assembles data from various databases in its Operations Support Systems (OSS) to calculate SQM values. BellSouth developed a tool called Performance Measurement Analysis Platform (PMAP) to calculate many of the SQM values. For the remaining SQMs, BellSouth employs a variety of smaller, special-purpose tools, e.g. spreadsheets. The SQM values are reported each month on BellSouth's PMAP website and also includes any values not calculated using PMAP. BellSouth allows ALECs to download their SQM values and the corresponding raw data that were validated using the PMAP tool. The

PMAP Raw Data Users Manual (RDUM) provides detailed calculation instructions for the SQMs. Aggregate ALEC and BellSouth SQM values are presented on the website.

3.0 *Methodology*

This section summarizes the test methodology.

3.1 *Scenarios*

Scenarios were not applicable to this test.

3.2 *Test Targets and Measures*

The test target included the replication of metric values, including evaluation of the accuracy of metrics calculations and reports, and the documentation of related processes. Included in the test target were the following processes:

- ◆ Operations Support Systems Process;
- ◆ Ordering Process;
- ◆ Provisioning Process;
- ◆ Maintenance and Repair Process;
- ◆ Billing Process;
- ◆ Operator Services (OS)/Directory Assistance (DA) Process;
- ◆ Database Update Information Process;
- ◆ E911 Process;
- ◆ Trunk Group Performance Process;
- ◆ Collocation Process;
- ◆ Change Management Process; and
- ◆ Bona Fide/New Business Request Process.

3.3 *Data Sources*

The sources of data for this test included the following primary documents:

- ◆ FPSC Order PSC-01-1428-PAA-TL;
- ◆ Raw Data User Manual (Various Versions);
- ◆ PMAP Monthly Reports (Various Months);
- ◆ Service Quality Measurement (Interim Version 3.00, Issued June 1, 2001); and
- ◆ Miscellaneous Computation Instructions – BellSouth and ALEC Proprietary.

3.4 *Data Generation/Volumes*

This test did not rely on data generation or volume testing.

3.5 Evaluation and Analysis Methods

The Metrics Calculation Verification and Validation Review (PMR5) was conducted in two steps. First, KPMG Consulting calculated SQMs using the raw data provided by BellSouth. Second, KPMG Consulting compared the values it calculated, by level of disaggregation, to the SQM values reported by BellSouth on the PMAP website. By this two-step process, KPMG Consulting was able to assess the accuracy and completeness of reported performance measure disaggregation levels and determine whether there was agreement between KPMG Consulting-calculated and BellSouth-reported SQM values.

KPMG Consulting downloaded each month's SQM reports for the KPMG Consulting pseudo ALEC, the ALEC Aggregate/BellSouth retail reports, and the raw data from BellSouth's PMAP website. KPMG Consulting also received, via email or CD, raw data files that were not available from the PMAP website.

For calculation purposes, KPMG Consulting developed its own computer codes based on the SQM guidelines, the RDUM instructions, and other descriptions of calculation procedures, specifically for the manual metrics provided by BellSouth. Upon completing its calculations of the SQMs for the test months, KPMG Consulting compared its calculated values to the BellSouth-reported values.

When discrepancies between data sources or metrics values were identified, or questions regarding processes and definitions were raised, KPMG Consulting, with the FPSC oversight participation, conducted additional discussions with BellSouth. KPMG Consulting issued observations and exceptions as warranted. KPMG Consulting retested after BellSouth addressed the issue to ensure issue was resolved.

4.0 Results

This section contains the overall test results.

4.1 Results Summary

The number of exceptions and observations issued during the life of the test is depicted in Table 5-1. For additional exception and observation information, refer to Appendices D and E, respectively. The test criteria and results are presented in Table 5-2.

Table 5-1: PMR5 Exception and Observation Count

Activity	Exceptions	Observations
Total Issued	20	52
Total Disposed as of Final Report Date	17	46
Total Open as of Final Report Date	3	6

Table 5-2: (PMR5) Evaluation Criteria and Results

Test Reference	Evaluation Criteria	Result	Comments
OSS - Average Response Time and Response Interval (Pre-Ordering/Ordering)			
PMR5-1-1	BellSouth's Average Response Time and Response Interval (Pre-Ordering/Ordering) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Average Response Time and Response Interval (Pre-Ordering/Ordering) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2000, February 2001, and May 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-2	KPMG Consulting-calculated Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Average Response Time and Response Interval (Pre-Ordering/Ordering) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-3	BellSouth's implemented and documented calculations for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-4	BellSouth's implemented and documented exclusions for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Response Time and Response Interval (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
OSS - Interface Availability (Pre-Ordering/Ordering)			
PMR5-1-5	BellSouth's Interface Availability (Pre-Ordering/Ordering) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Interface Availability (Pre-Ordering/Ordering) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for November 2000, February 2001, and May 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-6	KPMG Consulting-calculated Interface Availability (Pre-Ordering/Ordering) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Interface Availability (Pre-Ordering/Ordering) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-7	BellSouth’s implemented and documented calculations for the Interface Availability (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Interface Availability (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-8	BellSouth’s implemented and documented exclusions for the Interface Availability (Pre-Ordering/Ordering) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Interface Availability (Pre-Ordering/Ordering) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
OSS - Interface Availability (Maintenance and Repair)			
PMR5-1-9	BellSouth’s Interface Availability (Maintenance and Repair) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Interface Availability (Maintenance and Repair) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for November 2000, February 2001, and May 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-10	KPMG Consulting-calculated Interface Availability (Maintenance and Repair) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Interface Availability (Maintenance and Repair) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-11	BellSouth’s implemented and documented calculations for the Interface Availability (Maintenance and Repair) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Interface Availability (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-12	BellSouth’s implemented and documented exclusions for the Interface Availability (Maintenance and Repair) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Interface Availability (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
OSS - Response Interval (Maintenance and Repair)			
PMR5-1-13	BellSouth’s Response Interval (Maintenance and Repair) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Response Interval (Maintenance and Repair) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for November 2000, February 2001, and May 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-14	KPMG Consulting-calculated Response Interval (Maintenance and Repair) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Response Interval (Maintenance and Repair) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for November 2000, February 2001, and May 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-15	BellSouth’s implemented and documented calculations for the Response Interval (Maintenance and Repair) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Response Interval (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-1-16	BellSouth's implemented and documented exclusions for the Response Interval (Maintenance and Repair) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Response Interval (Maintenance and Repair) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
OSS - Loop Makeup – Response Time – Manual			
PMR5-1-17	BellSouth's Loop Makeup – Response Time – Manual reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Loop Makeup – Response Time – Manual reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, August 2001, and November 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-18	KPMG Consulting-calculated Loop Makeup – Response Time – Manual SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Loop Makeup – Response Time - Manual values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, August 2001, and November 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-19	<p>BellSouth’s implemented and documented calculations for the Loop Makeup – Response Time – Manual SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Loop Makeup – Response Time – Manual SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-20	<p>BellSouth’s implemented and documented exclusions for the BellSouth’s Loop Makeup – Response Time – Manual SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Loop Makeup – Response Time – Manual SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the computation instructions provided by BellSouth for the BellSouth’s Loop Makeup – Response Time – Manual SQM and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>KPMG Consulting found that BellSouth’s documented and implemented exclusions were inconsistent. KPMG Consulting issued Exception 115.</p> <p>BellSouth submitted a red-line SQM, which outlined BellSouth’s proposed changes to the exclusions section of the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting reviewed the red-line SQM and confirmed BellSouth’s documented and implemented exclusions were consistent. KPMG Consulting confirmed the red-line SQM changes were posted to BellSouth’s PMAP website and closed the exception.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation</p>

Test Reference	Evaluation Criteria	Result	Comments
			criterion. The test results will be updated when PMAP 4.0 testing has been completed.
OSS - Loop Makeup Response Time – Electronic			
PMR5-1-21	BellSouth’s Loop Makeup Response Time-Electronic reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Loop Makeup Response Time-Electronic reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2001, June 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-22	KPMG Consulting-calculated Loop Makeup Response Time - Electronic SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Loop Makeup Response Time – Electronic values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-1-23	BellSouth’s implemented and documented calculations for the Loop Makeup Response Time-Electronic SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Loop Makeup Response Time-Electronic SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-1-24	BellSouth’s implemented and documented exclusions for the Loop Makeup Response Time-Electronic SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Loop Makeup Response Time-Electronic SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Acknowledgement Message Timeliness			
PMR5-2-1	BellSouth’s Acknowledgement Message Timeliness reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Acknowledgement Message Timeliness reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-2	KPMG Consulting-calculated Acknowledgement Message Timeliness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Acknowledgement Message Timeliness values agree with KPMG Consulting calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 109.</p> <p>BellSouth implemented coding changes to fix the calculation of the interval buckets. KPMG Consulting retested using November 2001 data</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>and was unable to match all values. Amended Exception 109 was issued. BellSouth then implemented additional coding changes to exclude test ALEC data and negative intervals. KPMG Consulting retested using February 2002 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-3	BellSouth’s implemented and documented calculations for the Acknowledgement Message Timeliness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Acknowledgement Message Timeliness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-4	BellSouth’s implemented and documented exclusions for the Acknowledgement Message Timeliness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Acknowledgement Message Timeliness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
Ordering - Acknowledgement Message Completeness			
PMR5-2-5	BellSouth’s Acknowledgement Message Completeness reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Acknowledgement Message Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2001 and September 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-6	KPMG Consulting-calculated Acknowledgement Message Completeness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Acknowledgement Message Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001 and September 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-7	BellSouth’s implemented and documented calculations for the Acknowledgement Message Completeness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Acknowledgement Message Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-8	BellSouth’s implemented and documented exclusions for the Acknowledgement Message Completeness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Acknowledgement Message Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Percent Flow Through Service Requests (Summary)			
PMR5-2-9	BellSouth’s Percent Flow Through Service Requests (Summary) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Percent Flow Through Service Requests (Summary) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-10	KPMG Consulting-calculated Percent Flow Through Service Requests (Summary) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Flow Through Service Requests (Summary) values agree with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-11	BellSouth’s implemented and documented calculations for the Percent Flow Through Service Requests (Summary) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Percent Flow Through Service Requests (Summary) SQM are consistent for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-12	BellSouth’s implemented and documented exclusions for the Percent Flow Through Service Requests (Summary) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Percent Flow Through Service Requests (Summary) SQM are consistent for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Ordering - Percent Flow Through Service Requests (Detail)</p>			
<p>PMR5-2-13</p>	<p>BellSouth’s Percent Flow Through Service Requests (Detail) reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Percent Flow Through Service Requests (Detail) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-2-14</p>	<p>KPMG Consulting-calculated BellSouth’s Percent Flow Through Service Requests (Detail) SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Flow Through Service Requests values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-15	BellSouth’s implemented and documented calculations for the Percent Flow Through Service Requests (Detail) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Percent Flow Through Service Requests (Detail) SQM were consistent for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-16	BellSouth’s implemented and documented exclusions for the Percent Flow Through Service Requests (Detail) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Percent Flow Through Service Requests (Detail) SQM were consistent for the PMAP 2.6 environment.</p> <p>Given the nature of Flow Through data, no distinction can be made between the completion of data integrity (PMR4) and the starting point of data replication (PMR5). Since Exception 124 (see PMR4-9-1 and PMR4-9-2) precluded completion of testing for Flow Through data integrity, testing for this criterion is also incomplete and is pending resolution of Exception 124.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Percent Rejected Service Requests (Non-Trunks)			
PMR5-2-17	BellSouth’s Percent Rejected Service Requests (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Percent Rejected Service Requests (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>As a result of the issues associated with</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>Observation 195 (see PMR5-2-26), KPMG Consulting has not yet reviewed reports for aggregate and pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-18	KPMG Consulting-calculated Percent Rejected Service Requests (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's reported Percent Rejected Service Requests (Non-Trunks) values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment.</p> <p>As a result of the issues associated with Observation 195 (see PMR5-2-26), KPMG Consulting has not yet calculated values for aggregate and pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-19	BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of the issues associated with Observation 195 (see PMR5-2-26), KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-20	BellSouth's implemented and documented exclusions for the Percent Rejected Service Requests (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Percent Rejected Service Requests (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of the issues associated with Observation 195 (see PMR5-2-26), KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>Consulting has not yet reviewed BellSouth's documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Percent Rejected Service Requests (Trunks)			
PMR5-2-21	BellSouth's Percent Rejected Service Requests (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Percent Rejected Service Requests (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, January 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-22	KPMG Consulting-calculated Percent Rejected Service Requests (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent Rejected Service Requests (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-23	BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Rejected Service Requests (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics,</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-24	BellSouth’s implemented and documented exclusions for the Percent Rejected Service Requests (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent Rejected Service Requests (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Reject Interval (Non-Trunks)			
PMR5-2-25	BellSouth’s Reject Interval (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Reject Interval (Non-Trunks) reports were disaggregated correctly and complete in the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued.</p> <p>The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd Amended Response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>SQM was posted to the PMAP website and closed the exception.</p> <p>As a result of Observation 195 (see PMR5-2-26 below), KPMG Consulting has not yet reviewed any reports for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-26	KPMG Consulting-calculated Reject Interval (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to validate whether BellSouth-reported Reject Interval (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting attempted to validate BellSouth reported values for the Reject Interval (Non-Trunks) SQM for September 2001 data. However, KPMG Consulting found that BellSouth’s instructions were insufficient to complete the computation process. Observation 195 was issued.</p> <p>BellSouth stated that updates would be made to the Raw Data User Manual for April 2002 data. KPMG Consulting is currently retesting. The observation remains open.</p> <p>KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-27	BellSouth’s implemented and documented calculations for the Reject Interval (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Reject Interval (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Observation 195 (see PMR5-2-26 above), KPMG Consulting has not yet reviewed BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-28	<p>BellSouth’s implemented and documented exclusions for the Reject Interval (Non-Trunks) SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Reject Interval (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Observation 195 (see PMR5-2-26 above), KPMG Consulting has not yet reviewed BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Ordering - Reject Interval (Trunks)</p>			
PMR5-2-29	<p>BellSouth’s Reject Interval (Trunks) reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s Reject Interval (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued.</p> <p>The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd Amended Response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website and closed the exception.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, March 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-30	KPMG Consulting-calculated Reject Interval (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Reject Interval (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, March 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-31	BellSouth's implemented and documented calculations for the Reject Interval (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Reject Interval (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-32	BellSouth's implemented and documented exclusions for the Reject Interval (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Reject Interval (Trunks) SQM were consistent in the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the computation instructions for this SQM and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>KPMG Consulting found that BellSouth's</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>documented and implemented exclusions were inconsistent. KPMG Consulting issued Exception 56.</p> <p>BellSouth submitted a red-line SQM, which outlined BellSouth’s proposed changes to the exclusions section of the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting found that the proposed changes were still inconsistent and issued Amended Exception 56. BellSouth provided a second red-line SQM. KPMG Consulting reviewed the red-line SQM and found that BellSouth’s documented and implemented exclusions were consistent. KPMG Consulting confirmed the appropriate changes were posted to BellSouth’s PMAP website and closed the exception.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Ordering - Firm Order Confirmation Timeliness (Non-Trunks)</p>			
<p>PMR5-2-33</p>	<p>BellSouth’s Firm Order Confirmation Timeliness (Non-Trunks) reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to validate whether BellSouth’s Firm Order Confirmation (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued.</p> <p>The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd Amended Response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website and closed the exception.</p> <p>As a result of Observation 204 (see PMR5-2-34 below), KPMG Consulting has not yet reviewed any reports for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-34	KPMG Consulting-calculated Firm Order Confirmation Timeliness (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's Firm Order Confirmation Timeliness (Non-Trunks) values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting attempted to validate BellSouth reported values for the Firm Order Confirmation Timeliness (Non-Trunks) SQM for January 2002 data. However, KPMG Consulting found that BellSouth's instructions were insufficient to complete the computation process. Observation 204 was issued. KPMG Consulting received BellSouth's response and is retesting. The observation remains open.</p> <p>KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-35	BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment</p> <p>As a result of Observation 204 (see PMR5-2-34 above), KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-2-36	BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Observation 204 (see PMR5-2-34 above), KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Firm Order Confirmation Timeliness (Trunks)			
PMR5-2-37	BellSouth's Firm Order Confirmation Timeliness (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Firm Order Confirmation Timeliness (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2000, December 2001, and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-38	KPMG Consulting-calculated Firm Order Confirmation Timeliness (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Firm Order Confirmation Timeliness (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, December 2001, and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-39	BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Firm Order Confirmation Timeliness (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR-5-2-40	BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Firm Order Confirmation Timeliness (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual			
PMR5-2-41	BellSouth's Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>November 2001, December 2001, and January 2002 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-42	KPMG Consulting-calculated Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for November 2001, December 2001, and January 2002 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-43	BellSouth's implemented and documented calculations for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-44	BellSouth's implemented and documented exclusions for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM are	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual SQM were consistent for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	consistent.		<p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Firm Order Confirmation and Reject Response Completeness (Non-Trunks)			
PMR5-2-45	BellSouth’s Firm Order Confirmation and Reject Response Completeness (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Firm Order Confirmation and Reject Response Completeness (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for November 2001 and December 2001 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-46	KPMG Consulting-calculated Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Firm Order Confirmation and Reject Response Completeness (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for November 2001 and December 2001 aggregate data and compared them to BellSouth-reported values. All values matched. KPMG Consulting is calculating values for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-2-47	BellSouth’s implemented and documented calculations for Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-48	BellSouth’s implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine BellSouth’s implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Firm Order Confirmation and Reject Response Completeness (Trunks)			
PMR5-2-49	BellSouth’s Firm Order Confirmation and Reject Response Completeness (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Firm Order Confirmation and Reject Response Completeness (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for July 2001, August 2001, and September 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-50	KPMG Consulting-calculated Firm Order Confirmation and Reject	Testing in Progress	KPMG Consulting validated that BellSouth-reported Firm Order Confirmation and Reject

Test Reference	Evaluation Criteria	Result	Comments
	Confirmation and Reject Response Completeness (Trunks) SQM values agree with BellSouth-reported SQM values.		<p>Response Completeness (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for July 2001, August 2001, and September 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-51	BellSouth’s implemented and documented calculations for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-52	BellSouth’s implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Firm Order Confirmation and Reject Response Completeness (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Ordering - Speed of Answer in Ordering Center			
PMR5-2-53	BellSouth’s Speed of Answer in Ordering	Testing in Progress	KPMG Consulting validated that BellSouth’s Speed of Answer in Ordering Center reports

Test Reference	Evaluation Criteria	Result	Comments
	Answer in Ordering Center reports are disaggregated correctly and are complete.	Progress	<p>Speed of Answer in Ordering Center reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for March 2001, May 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-54	KPMG Consulting-calculated Speed of Answer in Ordering Center SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Speed of Answer in Ordering Center values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2001, May 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-55	BellSouth's implemented and documented calculations for the Speed of Answer in Ordering Center SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Speed of Answer in Ordering Center SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-56	BellSouth's implemented and documented exclusions for the Speed of Answer in Ordering Center SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Speed of Answer in Ordering Center SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's</p>

Test Reference	Evaluation Criteria	Result	Comments
	consistent.		<p>documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Ordering - LNP - Percent Rejected Service Requests</p>			
PMR5-2-57	BellSouth’s LNP-Percent Rejected Service Requests reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s LNP-Percent Rejected Service Requests reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>As a result of Exception 163 (see PMR5-2-58 below), KPMG Consulting reviewed the levels of disaggregation in BellSouth’s report for January 2001 data only.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-58	KPMG Consulting-calculated LNP-Percent Rejected Service Requests SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported LNP-Percent Rejected Service Requests values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 21.</p> <p>BellSouth provided a complete data set for January 2001. KPMG Consulting retested using the complete data set and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for this SQM and found for Month II the KPMG Consulting-calculated values and the BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 163.</p> <p>BellSouth stated that the defect had been fixed</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>with March 2002 data. KPMG Consulting retested using March 2002 data and was unable to match all values. Amended Exception 163 was issued. BellSouth responded that the Raw Data User Manual instructions would be updated for April 2002 data. KPMG Consulting is currently waiting for April 2002 data. The exception remains open.</p> <p>Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-59	BellSouth’s implemented and documented calculations for the LNP-Percent Rejected Service Requests SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the LNP-Percent Rejected Service Requests SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Exception 163 (see PMR5-2-58 above), KPMG Consulting is reviewing BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-60	BellSouth’s implemented and documented exclusions for the LNP-Percent Rejected Service Requests SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the LNP - Percent Rejected Service requests SQM are consistent in the PMAP 2.6 environment.</p> <p>KPMG Consulting found that BellSouth’s documented and implemented exclusions were inconsistent. As a result, KPMG Consulting issued Observation 200. KPMG Consulting reviewed BellSouth’s response and issued Amended observation 200. KPMG Consulting is reviewing BellSouth’s response. The observation remains open.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Ordering - LNP-Reject Interval Distribution & Average Reject Interval			
PMR5-2-61	BellSouth’s LNP-Reject Interval Distribution & Average Reject Interval reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s LNP-Reject Interval Distribution & Average Reject Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s report for March 2002 data only (see PMR5-2-63). However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-62	KPMG Consulting-calculated LNP-Reject Interval Distribution & Average Reject Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported LNP-Reject Interval Distribution & Average Reject Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2002 and compared them to BellSouth-reported values. All values matched. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-63	BellSouth’s implemented and documented calculations for the LNP-	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the LNP-Reject

Test Reference	Evaluation Criteria	Result	Comments
	<p>Reject Interval Distribution & Average Reject Interval SQM are consistent.</p>		<p>Interval Distribution & Average Reject Interval SQM were consistent in the PMAP 2.6 environment.</p> <p>KPMG Consulting found that BellSouth’s implemented method for calculating time intervals was inconsistent with the levels of disaggregation required by the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting issued Exception 10.</p> <p>BellSouth implemented coding changes to increase the precision of the interval calculations. KPMG Consulting retested using December 2000 data and was unable to match all values. Amended Exception 10 was issued. KPMG Consulting retested using May 2001 data and was unable to match all values. Due to data coding errors, which prevented KPMG Consulting from conducting a retest, KPMG Consulting issued 2nd Amended Exception 10. BellSouth stated that the coding changes between Barney and NODS had not been properly implemented. KPMG Consulting retested using August 2001 data and was unable to match all values. 3rd Amended Exception 10 was issued. BellSouth stated that additional coding changes had been implemented to data load issues. KPMG Consulting retested March 2002 data and successfully matched and closed the exception. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-2-64</p>	<p>BellSouth’s implemented and documented exclusions for the LNP-Reject Interval Distribution & Average Reject Interval SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the LNP-Reject Interval Distribution & Average Reject Interval SQM were consistent in the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the computation instructions for this SQM and compared the</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>instructions to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>KPMG Consulting found that BellSouth’s documented and implemented exclusions were inconsistent. KPMG Consulting issued Observation 200. KPMG Consulting reviewed BellSouth’s response and issued Amended observation 200. KPMG Consulting is reviewing BellSouth’s response. The observation remains open.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Ordering - LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval</p>			
<p>PMR5-2-65</p>	<p>BellSouth’s LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval report were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued.</p> <p>The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd Amended Response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website closed the exception.</p> <p>KPMG Consulting reviewed the levels of</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>disaggregation in BellSouth’s report for May 2001, January 2002, and February 2002 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-66	<p>KPMG Consulting-calculated LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM values agree with BellSouth-reported SQM values.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001 (Month I) data and compared them to BellSouth-reported values. All values matched.</p> <p>KPMG Consulting calculated values for this SQM for Month II and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 132.</p> <p>BellSouth implemented coding changes. KPMG Consulting retested using January 2002 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for February 2002 (Month III) data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-67	<p>BellSouth’s implemented and documented calculations for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM were consistent in the PMAP 2.6 environment.</p> <p>KPMG Consulting found that BellSouth’s implemented method for calculating time intervals was inconsistent with the levels of</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>disaggregation required by the Florida Interim Performance Metrics, Version 3.00 text for this SQM. KPMG Consulting issued Exception 11.</p> <p>BellSouth implemented coding changes to increase the precision of the interval calculations. KPMG Consulting retested using December 2000 data and was unable to match all values. Amended Exception 11 was issued. BellSouth implemented additional coding changes. KPMG Consulting retested using February 2001 data and was unable to match all values. 2nd Amended Exception 11 was issued. BellSouth implemented additional coding changes. While KPMG Consulting was able to match all values during the March 2001 retest, BellSouth stated as part of its response to Exception 15 that the time buckets for this SQM would be modified for May 2001 data. KPMG Consulting retested using May 2001 data and was able to match all values and closed the exception.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-68	BellSouth’s implemented and documented exclusions for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Mean Held Order Interval and Distribution Intervals (Non-Trunks)			
PMR5-3-1	BellSouth’s Mean Held Order Interval and Distribution Intervals	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth’s Mean Held Order Interval and Distribution Intervals (Non-Trunks) reports

Test Reference	Evaluation Criteria	Result	Comments
	(Non-Trunks) reports are disaggregated correctly and are complete.		<p>were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>As a result of Observation 206 (see PMR5-3-2 below), KPMG Consulting has not yet reviewed reports for aggregate data.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001 – March 2002 for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-2	KPMG Consulting-calculated Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's reported Mean Held Order Interval and Distribution Intervals (Non-Trunks) values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and the BellSouth-reported values for this SQM for aggregate data did not agree. KPMG Consulting issued Observation 206. KPMG Consulting is reviewed BellSouth's response and is waiting for a fix date from BellSouth. The observation remains open.</p> <p>KPMG Consulting calculated values for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-3	BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth's</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-4	<p>BellSouth’s implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Provisioning - Mean Held Order Interval and Distribution Intervals (Trunks)</p>			
PMR5-3-5	<p>BellSouth’s Mean Held Order Interval and Distribution Intervals (Trunks) reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Mean Held Order Interval and Distribution Intervals (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2000, January 2001, and December 2001 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-6	<p>KPMG Consulting-calculated Mean Held Order Interval and Distribution Intervals (Trunks) SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Mean Held Order Interval and Distribution Intervals (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>2000, January 2001, and December 2001 data and compared them to BellSouth-reported values. All values matched. KPMG Consulting is calculating values for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-7	BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth's computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-8	BellSouth's implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Mean Held Order Interval and Distribution Intervals (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices			
PMR5-3-9	BellSouth's Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices reports are disaggregated correctly and are	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth's Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices reports were disaggregated correctly and were complete for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	complete.		<p>environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for March 2002 data only (see PMR5-3-10). However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-10	KPMG Consulting-calculated Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting attempted to calculate values for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM and found that the data provided by BellSouth was insufficient to complete the calculation process. KPMG Consulting issued Exception 135.</p> <p>BellSouth stated that coding changes and Raw Data User Manual (RDUM) changes would be implemented for December 2001 data, which subsequently slipped to January 2002 data. BellSouth then stated that additional RDUM changes would be implemented for the March 2002 data. KPMG Consulting retested using March 2002 data and was able to match all values and closed the exception.</p> <p>However, data from additional months are required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-3-11	BellSouth’s implemented and documented calculations for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-12	BellSouth’s implemented and documented exclusions for the Average Jeopardy Notice interval and Percentage of Orders Given Jeopardy Notices SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Average Jeopardy Notice Interval and Percentage of Orders Given Jeopardy Notices SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning- Percent Missed Installation Appointments (Non-Trunks)			
PMR5-3-13	BellSouth’s Percent Missed Installation Appointments (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Percent Missed Installation Appointments (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for August 2001 and November 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-3-14	KPMG Consulting-calculated Percent Missed Installation Appointments (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent Missed Installation Appointments (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for August 2001 and November 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-15	BellSouth’s implemented and documented calculations for the Percent Missed Installation Appointments (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Percent Missed Installation Appointments (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-16	BellSouth’s implemented and documented exclusions for the Percent Missed Installation Appointments (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent Missed Installation Appointments (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
Provisioning - Percent Missed Installation Appointments (Trunks)			
PMR5-3-17	BellSouth’s Percent Missed Installation Appointments (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Percent Missed Installation Appointments (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2000, January 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-18	KPMG Consulting - calculated Percent Missed Installation Appointments (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent Missed Installation Appointments (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-19	BellSouth’s implemented and documented calculations for the Percent Missed Installation Appointments (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Percent Missed Installation Appointments (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the</p>

Test Reference	Evaluation Criteria	Result	Comments
			publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-20	BellSouth’s implemented and documented exclusions for the Percent Missed Installation Appointments (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent Missed Installation Appointments (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks)			
PMR5-3-21	BellSouth’s Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for August 2001 and November 2001 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-22	KPMG Consulting-calculated Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM values agree with BellSouth-	Testing in Progress	KPMG Consulting is not yet able to determine whether BellSouth-reported Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	reported SQM values.		<p>KPMG Consulting calculated values for August 2001 and November 2001 aggregate data and compared them to BellSouth-reported values. All values matched. KPMG Consulting is calculating values for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-23	BellSouth’s implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-2-24	BellSouth’s implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Average Completion Interval (OCI) & Order Completion Interval Distribution (Trunks)			
PMR5-3-25	BellSouth’s Average Completion Interval (OCI) & Order	Testing in Progress	KPMG Consulting validated that BellSouth’s Average Completion Interval (OCI) & Order Completion Interval Distribution (Trunks)

Test Reference	Evaluation Criteria	Result	Comments
	<p>Completion Interval Distribution (Trunks) reports are disaggregated correctly and are complete.</p>		<p>reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2000, January 2001, and August 2001 aggregate data and for May 2001 - March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-3-26</p>	<p>KPMG Consulting-calculated Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth-reported Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-3-27</p>	<p>BellSouth’s implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM for the PMAP 2.6 environment.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-3-28	BellSouth's implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated BellSouth's implemented and documented exclusions for the Average Completion Interval (OCI) and Order Completion Interval Distribution (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Average Completion Notice Interval			
PMR5-3-29	BellSouth's Average Completion Notice Interval reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's Average Completion Notice Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>As a result of Observation 176 (see PMR5-3-30 below), KPMG Consulting has not yet reviewed reports for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-30	KPMG Consulting-calculated Average Completion Notice Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Average Completion Notice Interval values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting attempted to validate BellSouth reported values for the Average Completion Notice Interval for August 2001 data. However, KPMG Consulting found that BellSouth's instructions were insufficient to complete the computation process. Observation 176 was issued.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>BellSouth stated that the Raw Data User Manual (RDUM) instructions had been updated. KPMG Consulting asked how mech_id = 3 records should be treated. BellSouth provided KPMG Consulting with the correct data mapping and stated in an amended response that additional data issues had been identified, which would be addressed for March 2002 data. KPMG Consulting retested using March 2002 data and issued Amended Observation 176 and is waiting for August 2002 data.</p> <p>KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-31	BellSouth’s implemented and documented calculations for the Average Completion Notice Interval SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Average Completion Notice Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Observation 176 (see PMR5-3-30 above), KPMG Consulting has not yet reviewed BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-32	BellSouth’s implemented and documented exclusions for the Average Completion Notice Interval SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Average Completion Notice Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Observation 176 (see PMR5-3-30 above), KPMG Consulting has not yet reviewed BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Percent Completions/Attempts Without Notice or <24 Hours Notice			
PMR5-3-33	BellSouth’s Percent Completions/Attempts Without Notice or <24 Hours Notice reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Percent Completions/Attempts Without Notice or <24 Hours Notice reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>As a result of Exception 151 (see PMR5-3-34 below) KPMG Consulting has not yet reviewed reports for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-34	KPMG Consulting-calculated Percent Completions/Attempts Without Notice or <24 Hours Notice SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Completions/Attempts Without Notice or <24 Hours Notice values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting attempted to calculate values for this SQM and found that the Raw Data User Manual (RDUM) instructions were insufficient to complete the calculation process. KPMG Consulting issued Exception 151.</p> <p>BellSouth implemented coding changes for February 2002 data. KPMG Consulting retested February 2002 data and was unable to match all values. Amended Exception 151 was issued. BellSouth responded that the RDUM would be updated for April 2002 data. KPMG Consulting is currently retesting. The exception remains open.</p> <p>KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-35	BellSouth’s implemented and documented calculations for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Exception 151 (see PMR5-3-34 above), KPMG Consulting has not yet reviewed BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-36	BellSouth’s implemented and documented exclusions for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Percent Completions/Attempts Without Notice or <24 Hours Notice SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Exception 151 (see PMR5-3-34 above), KPMG Consulting has not yet reviewed BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Coordinated Customer Conversions Interval			
PMR5-3-37	BellSouth’s Coordinated Customer Conversions Interval reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Coordinated Customer Conversions Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation for BellSouth’s reports for February 2001, January 2002, and February 2002 aggregate data and for May 2001 - March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-38	<p>KPMG Consulting-calculated Coordinated Customer Conversions Interval SQM values agree with BellSouth-reported SQM values.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Coordinated Customer Conversions Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 154.</p> <p>As a result of the exception, BellSouth implemented coding changes to exclude test CLEC orders. KPMG Consulting retested using January 2002 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for February 2001, January 2002 and February 2002 aggregate data and for May 2001 - March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-39	<p>BellSouth’s implemented and documented calculations for the Coordinated Customer Conversions Interval SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Coordinated Customer Conversions Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-40	<p>BellSouth’s implemented and documented</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for</p>

Test Reference	Evaluation Criteria	Result	Comments
	<p>exclusions for the Coordinated Customer Conversions Interval SQM are consistent.</p>		<p>the Coordinated Customer Conversions Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Provisioning - Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval</p>			
<p>PMR5-3-41</p>	<p>BellSouth’s Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>As a result of Observation 185 (see PMR5-3-42 below), KPMG Consulting has not yet reviewed reports for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-3-42</p>	<p>KPMG Consulting-calculated Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting attempted to validate BellSouth reported values for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM for August 2001 data. However, KPMG Consulting found that BellSouth’s instructions were insufficient to complete the computation process. Observation 185 was issued.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>BellSouth stated that updates would be made to the Raw Data User Manual (RDUM) for March 2002 data. BellSouth subsequently informed KPMG Consulting that the RDUM updates would be made for April 2002 data. KPMG Consulting issued Amended Observation 185 and is currently reviewing BellSouth’s response. The observation remains open.</p> <p>KPMG Consulting has not yet calculated values for aggregate or for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-43	BellSouth’s implemented and documented calculations for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Observation 185 (see PMR5-3-42 above), KPMG Consulting has not yet reviewed BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-44	BellSouth’s implemented and documented exclusions for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Coordinated Customer Conversions – Hot Cut Timeliness Percent Within Interval and Average Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>As a result of Observation 185 (see PMR5-3-42 above), KPMG Consulting has not yet reviewed BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - Coordinated Customer Conversions – Average Recovery Time			
PMR5-3-45	BellSouth's Coordinated Customer Conversions – Average Recovery Time reports are disaggregated correctly and complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Coordinated Customer Conversions – Average Recovery Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-46	KPMG Consulting-calculated Coordinated Customer Conversions – Average Recovery Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Coordinated Customer Conversions – Average Recovery Time values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-47	BellSouth's implemented and documented calculations for the Coordinated Customer Conversions – Average Recovery Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Coordinated Customer Conversions – Average Recovery Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the</p>

Test Reference	Evaluation Criteria	Result	Comments
			publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-48	BellSouth’s implemented and documented exclusions for the Coordinated Customer Conversions – Average Recovery Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Coordinated Customer Conversions – Average Recovery Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Hot Cut Conversions - Percent Provisioning Troubles Within 7 Days of a Completed Service Order			
PMR5-3-49	BellSouth’s Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2001 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-50	KPMG Consulting-calculated Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2001 and March 2002 aggregate</p>

Test Reference	Evaluation Criteria	Result	Comments
	values.		<p>data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-51	BellSouth’s implemented and documented calculations for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-52	BellSouth’s implemented and documented exclusions for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Hot Cut Conversions - Percent Provisioning Troubles Within 7 days of a completed Service Order SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Cooperative Acceptance Testing - Percent of xDSL Loops Tested			
PMR5-3-53	BellSouth’s Cooperative Acceptance Testing - Percent of xDSL Loops Tested reports are	Testing in Progress	KPMG Consulting validated that BellSouth’s Cooperative Acceptance Testing - Percent of xDSL Loops Tested reports were disaggregated correctly and were complete for the PMAP 2.6

Test Reference	Evaluation Criteria	Result	Comments
	disaggregated correctly and complete.		<p>environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-54	KPMG Consulting-calculated Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Cooperative Acceptance Testing - Percent of xDSL Loops Tested values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for June 2001 and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-55	BellSouth's implemented and documented calculations for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-56	BellSouth's implemented and documented exclusions for the Cooperative Acceptance	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Cooperative Acceptance Testing - Percent of xDSL Loops Tested SQM were consistent

Test Reference	Evaluation Criteria	Result	Comments
	Testing - Percent of xDSL Loops Tested SQM are consistent.		<p>for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning – Percent Provisioning Troubles Within 30 Days of Service Order Completion (Non-Trunks)			
PMR5-3-57	BellSouth’s Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for November 2001 and March 2002 aggregate data. KPMG Consulting is reviewing reports for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-58	KPMG Consulting-calculated Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 27.</p> <p>BellSouth stated that coding changes would be implemented for January 2001 data, which subsequently slipped to July 2001 data. KPMG Consulting retested using July 2001 data and</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>was unable to match all values and issued Amended Exception 27. BellSouth implemented additional coding changes. KPMG Consulting retested using October 2001 data and was unable to match all values. BellSouth updated the Raw Data User Manual (RDUM) instructions. KPMG Consulting retested using November 2001 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for November 2001 and March 2002 aggregate data. KPMG Consulting is calculating values for pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-59	BellSouth’s implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-60	BellSouth’s implemented and documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine BellSouth’s implemented and documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Non-Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
Provisioning - Percent Provisioning Troubles Within 30 Days of Service Order Completion (Trunks)			
PMR5-3-61	BellSouth's Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for January 2001, February 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-62	KPMG Consulting-calculated Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for January 2001, February 2001, and August 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-63	BellSouth's implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics,</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-64	BellSouth's implemented and documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent Provisioning Troubles within 30 days of Service Order Completion (Trunks) SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning – Total Service Order Cycle Time			
PMR5-3-65	BellSouth's Total Service Order Cycle Time reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Total Service Order Cycle Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-66	KPMG Consulting-calculated Total Service Order Cycle Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Total Service Order Cycle Time values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for Total</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>Service Order Cycle Time SQM and found that the KPMG Consulting-calculated values and the BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 101.</p> <p>BellSouth implemented coding changes to exclude pending orders. KPMG Consulting retested using November 2001 data and was unable to match all values. Amended Exception 101 was issued. BellSouth implemented additional coding changes to excluded test CLEC orders. KPMG Consulting retested using February 2002 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for February 2002 and March 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported data. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-67	BellSouth's implemented and documented calculations for the Total Service Order Cycle Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for Total Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-68	BellSouth's implemented and documented exclusions for the Total Service Order Cycle Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for Total Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics,</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - Service Order Accuracy			
PMR5-3-69	BellSouth's Service Order Accuracy reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Service Order Accuracy reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for June 2001, July 2001, and August 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-70	KPMG Consulting-calculated Service Order Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Service Order Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for June 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-71	BellSouth's implemented and documented calculations for the Service Order Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Service Order Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-3-72	BellSouth’s implemented and documented exclusions for the Service Order Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Service Order Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning - LNP - Percent Missed Installation Appointments			
PMR5-3-73	BellSouth’s LNP-Percent Missed Installation Appointments reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s LNP-Percent Missed Installation Appointments reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2000 and March 2002 data only (see PMR5-3-74). However, data from an additional month is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-74	KPMG Consulting-calculated LNP-Percent Missed Installation Appointments SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth-reported LNP-Percent Missed Installation Appointments values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2000 data and compared them to BellSouth-reported values. All values</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>matched.</p> <p>When KPMG Consulting calculated values for this SQM and found for Month II analysis that the KPMG Consulting-calculated values and the BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 152.</p> <p>BellSouth updated the Raw Data User Manual (RDUM) instructions. KPMG Consulting retested using February 2002 data and was unable to match all values. Amended Exception 152 was issued. KPMG Consulting retested using March 2002 data and was able to match all values and closed the exception.</p> <p>However, data from an additional month is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-75	BellSouth’s implemented and documented calculations for the LNP-Percent Missed Installation Appointments SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the LNP-Percent Missed Installation Appointments SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-76	BellSouth’s implemented and documented exclusions for the LNP-Percent Missed Installation Appointments SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the LNP-Percent Missed Installation Appointments SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the</p>

Test Reference	Evaluation Criteria	Result	Comments
			publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Provisioning - LNP - Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution			
PMR5-3-77	BellSouth’s LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s reported levels of disaggregation and the FPSC-ordered benchmarks and identified inconsistencies. Exception 15 was issued.</p> <p>The FPSC directed BellSouth to add the appropriate levels of disaggregation. BellSouth outlined proposed changes in its response and subsequently outlined additional changes, effective for May 2001 data. BellSouth issued a 2nd Amended Response, which stated that the Florida Interim Performance Metrics, Version 3.00 SQM contained the appropriate time buckets, except for the Provisioning: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution SQM. BellSouth submitted a red-line SQM, which outlined the proposed changes to the time buckets. KPMG Consulting confirmed that the appropriate time buckets were present in the Version 3.00 SQM and that the red-line SQM was posted to the PMAP website and closed the exception.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2001, January 2002, and February 2002 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-78	KPMG Consulting-calculated LNP-Average Disconnect Timeliness	Testing in Progress	KPMG Consulting validated that BellSouth-reported LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval

Test Reference	Evaluation Criteria	Result	Comments
	<p>Interval and Disconnect Timeliness Interval Distribution SQM values agree with BellSouth-reported SQM values.</p>		<p>Distribution values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 22.</p> <p>BellSouth updated computation instructions. Based on BellSouth’s response regarding negative intervals, KPMG Consulting issued Amended Exception 22. KPMG Consulting retested and was unable to match all values. BellSouth stated that a coding change to the average interval calculation was needed. KPMG Consulting retested using May 2001 data and was unable to match all values. 3rd Amended Exception 22 was issued. KPMG Consulting asked BellSouth a clarification question regarding the calculation of the average interval. BellSouth responded that the average interval calculation had been addressed in a later version of the Raw Data User Manual (RDUM). KPMG Consulting retested using November 2001 data and found that the RDUM had not been updated and that the replication issues continued. BellSouth stated that additional coding changes were required. KPMG Consulting retested using December 2001 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for December 2001, January 2002 and February 2002 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-3-79</p>	<p>BellSouth’s implemented and documented calculations for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s</p>

Test Reference	Evaluation Criteria	Result	Comments
	are consistent.		<p>computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-80	BellSouth’s implemented and documented exclusions for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Provisioning – LNP – Total Service Order Cycle Time			
PMR5-3-81	BellSouth’s LNP-Total Service Order Cycle Time reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s LNP-Total Service Order Cycle Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s report for March 2001 data only (see PMR5-3-82). However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-3-82	KPMG Consulting-calculated LNP-Total Service Order Cycle Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether KPMG Consulting-calculated LNP-Total Service Order Cycle Time SQM values agreed with BellSouth-reported SQM values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 24.</p> <p>BellSouth implemented coding changes to increase the precision of the interval calculations. KPMG Consulting retested using March 2001 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting attempted to calculate values as part of Month II and found that the Raw Data User Manual (RDUM) instructions were insufficient to complete the calculation process. KPMG Consulting issued Exception 153.</p> <p>BellSouth updated the RDUM instructions. KPMG Consulting retested using February 2002 data and was unable to match all values. Amended Exception 153 was issued. BellSouth responded that additional coding changes were needed and would be implemented for May 2002 data. KPMG Consulting is waiting for May 2002 data. The exception remains open.</p> <p>However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-83	BellSouth's implemented and documented calculations for the LNP-Total Service Order Cycle Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the LNP-Total Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth's</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-3-84	BellSouth's implemented and documented exclusions for the LNP-Total Service Order Cycle Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the LNP-Total Service Order Cycle Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth's documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
M&R - Missed Repair Appointments			
PMR5-4-1	BellSouth's Missed Repair Appointments reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's Missed Repair Appointments reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-2	KPMG Consulting-calculated Missed Repair Appointments SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Missed Repair Appointments values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data compared them to BellSouth-reported values. All values matched.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-3	<p>BellSouth’s implemented and documented calculations for the Missed Repair Appointments SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Missed Repair Appointments SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-4	<p>BellSouth’s implemented and documented exclusions for the Missed Repair Appointments SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Missed Repair Appointments SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>M&R – Customer Trouble Report Rate</p>			
PMR5-4-5	<p>BellSouth’s Customer Trouble Report Rate reports are disaggregated correctly and are complete.</p>	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s Customer Trouble Report Rate reports were disaggregated correctly and complete in the PMAP 2.6 environment.</p> <p>Due to issues with BellSouth providing complete data sets, KPMG Consulting has not yet reviewed reports for aggregate and pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-4-6	KPMG Consulting-calculated Customer Trouble Report Rate SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth reported Customer Trouble Report Rate values agreed with KPMG Consulting calculated values for the PMAP 2.6 environment.</p> <p>Due to issues with BellSouth providing complete data sets, KPMG Consulting has not yet calculated values for aggregate and pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-7	BellSouth's implemented and documented calculations for the Customer Trouble Rate SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented calculations for the Customer Trouble Rate SQM are consistent for the PMAP 2.6 environment.</p> <p>Due to issues with BellSouth providing complete data sets, KPMG Consulting has not yet reviewed BellSouth's computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-8	BellSouth's implemented and documented exclusions for the Customer Trouble Rate SQM are consistent.	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth's implemented and documented exclusions for the Customer Trouble Rate SQM are consistent for the PMAP 2.6 environment.</p> <p>Due to issues with BellSouth providing complete data sets, KPMG Consulting has not yet reviewed BellSouth's documented exclusions for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
M&R - Maintenance Average Duration			
PMR5-4-9	BellSouth’s Maintenance Average Duration reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Maintenance Average Duration reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>The process used to calculate and report the performance measures and retail analogs may have changed in the PMAP 4.0 environment. Once PMAP 4.0 is available this criterion will be reviewed and retested as directed by the FPSC.</p>
PMR5-4-10	KPMG Consulting-calculated Maintenance Average Duration SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Maintenance Average Duration values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 146.</p> <p>BellSouth implemented coding changes to exclude test ALEC orders. KPMG Consulting retested using December 2001 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-11	BellSouth’s implemented and documented	Testing in Progress	KPMG Consulting validated that BellSouth’s implemented and documented calculations for

Test Reference	Evaluation Criteria	Result	Comments
	and documented calculations for the Maintenance Average Duration SQM are consistent.	Progress	<p>implemented and documented calculations for the Maintenance Average Duration SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-12	BellSouth’s implemented and documented exclusions for the Maintenance Average Duration SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Maintenance Average Duration SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
M&R - Percent Repeat Troubles Within 30 Days			
PMR5-4-13	BellSouth’s Percent Repeat Troubles Within 30 Days reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Percent Repeat Troubles Within 30 Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-14	KPMG Consulting-calculated Percent Repeat Troubles Within 30 Days	Testing in Progress	KPMG Consulting validated that BellSouth-reported Percent Repeat Troubles Within 30 Days values agreed with KPMG Consulting

Test Reference	Evaluation Criteria	Result	Comments
	<p>Troubles Within 30 Days SQM values agree with BellSouth-reported SQM values.</p>		<p>Days values agreed with KPMG Consulting-calculated values in the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for this SQM and found that KPMG Consulting-calculated values and BellSouth-reported values for this SQM did not agree. KPMG Consulting issued Exception 147.</p> <p>BellSouth implemented coding changes to exclude test CLEC orders. KPMG Consulting retested using December 2001 data and was able to match all values and closed the exception.</p> <p>KPMG Consulting calculated values for December 2001 and January 2002 data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-4-15</p>	<p>BellSouth’s implemented and documented calculations for the Percent Repeat Troubles Within 30 Days SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Percent Repeat Troubles Within 30 Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-4-16</p>	<p>BellSouth’s implemented and documented exclusions for the Percent Repeat Troubles Within 30 Days SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent Repeat Troubles Within 30 Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
M&R - Out of Service >24 Hours			
PMR5-4-17	BellSouth’s Out of Service (OOS) > 24 Hours reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Out of Service (OOS) > 24 Hours reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-18	KPMG Consulting-calculated Out of Service (OOS) > 24 Hours SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Out of Service (OOS) > 24 Hours values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2001 and January 2002 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-19	BellSouth’s implemented and documented calculations for the Out of Service (OOS) > 24 Hours SQM are consistent	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Out of Service (OOS) > 24 Hours SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s</p>

Test Reference	Evaluation Criteria	Result	Comments
	consistent.		<p>computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-20	BellSouth’s implemented and documented exclusions for the Out of Service (OOS) > 24 Hours SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Out of Service (OOS) > 24 Hours SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
M&R - Average Answer Time – Repair Centers			
PMR5-4-21	BellSouth’s Average Answer Time – Repair Centers reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Average Answer Time – Repair Centers reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2000, July 2001, and August 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-22	KPMG Consulting-calculated Average Answer Time – Repair Centers SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Average Answer Time – Repair Centers values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, July 2001, and August 2001 data and compared them to BellSouth-reported values.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-23	BellSouth’s implemented and documented calculations for the Average Answer Time – Repair Centers SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Average Answer Time – Repair Centers SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-24	BellSouth’s implemented and documented exclusions for the Average Answer Time – Repair Centers SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Average Answer Time – Repair Centers SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
M&R - Mean Time to Notify CLEC of Network Outages			
PMR5-4-25	BellSouth’s Mean Time to Notify CLEC of Network Outages reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Mean Time to Notify CLEC of Network Outages reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>2001, June 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-26	KPMG Consulting-calculated Mean Time to Notify CLEC of Network Outages SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Mean Time to Notify CLEC of Network Outages values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-27	BellSouth's implemented and documented calculations for the Mean Time to Notify CLEC of Network Outages SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Mean Time to Notify CLEC of Network Outages SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-4-28	BellSouth's implemented and documented exclusions for the Mean Time to Notify CLEC of Network Outages SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Mean Time to Notify CLEC of Network Outages SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Billing – Invoice Accuracy			
PMR5-5-1	BellSouth’s Invoice Accuracy reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Invoice Accuracy reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for March 2001, April 2001, and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-2	KPMG Consulting-calculated Invoice Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Invoice Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2001, April 2001 and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-3	BellSouth’s implemented and documented calculations for the Invoice Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Invoice Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-4	<p>BellSouth’s implemented and documented exclusions for the Invoice Accuracy SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Invoice Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing – Mean Time to Deliver Invoices			
PMR5-5-5	<p>BellSouth’s Mean Time to Deliver Invoices reports are disaggregated correctly and are complete.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Mean Time to Deliver Invoices reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for March 2001, April 2001, and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-6	<p>KPMG Consulting-calculated Mean Time to Deliver Invoices SQM values agree with BellSouth-reported SQM values.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Mean Time to Deliver Invoices values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-7	<p>BellSouth’s implemented and documented calculations for the Mean Time to Deliver Invoices SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Mean Time to Deliver Invoices SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-8	<p>BellSouth’s implemented and documented exclusions for the Mean Time to Deliver Invoices SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Mean Time to Deliver Invoices SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing - Usage Data Delivery Accuracy			
PMR5-5-9	<p>BellSouth’s Usage Data Delivery Accuracy reports are disaggregated correctly and are complete.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Usage Data Delivery Accuracy reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for March 2001, April 2001, and May 2001 aggregate data and May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-5-10	KPMG Consulting-calculated Usage Data Delivery Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Usage Data Delivery Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-11	BellSouth’s implemented and documented calculations for the Usage Data Delivery Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Usage Data Delivery Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-12	BellSouth’s implemented and documented exclusions for the Usage Data Delivery Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Usage Data Delivery Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
Billing - Usage Data Delivery Completeness			
PMR5-5-13	BellSouth’s Usage Data Delivery Completeness reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Usage Data Delivery Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-14	KPMG Consulting-calculated Usage Data Delivery Completeness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Usage Data Delivery Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-15	BellSouth’s implemented and documented calculations for the Usage Data Delivery Completeness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Usage Data Delivery Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-5-16	BellSouth’s implemented and documented exclusions for the Usage Data Delivery Completeness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Usage Data Delivery Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing - Usage Data Delivery Timeliness			
PMR5-5-17	BellSouth’s Usage Data Delivery Timeliness reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Usage Data Delivery Timeliness reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-18	KPMG Consulting-calculated Usage Data Delivery Timeliness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Usage Data Delivery Timeliness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-5-19	BellSouth’s implemented and documented calculations for the Usage Data Delivery Timeliness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Usage Data Delivery Timeliness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-20	BellSouth’s implemented and documented exclusions for the Usage Data Delivery Timeliness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Usage Data Delivery Timeliness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing - Mean Time to Deliver Usage			
PMR5-5-21	BellSouth’s Mean Time to Deliver Usage reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Mean Time to Deliver Usage reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-5-22	KPMG Consulting-calculated Mean Time to Deliver Usage SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Mean Time to Deliver Usage values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for March 2001, April 2001, and May 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-23	BellSouth’s implemented and documented calculations for the Mean Time to Deliver Usage SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Mean Time to Deliver Usage SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-24	BellSouth’s implemented and documented exclusions for the Mean Time to Deliver Usage SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Mean Time to Deliver Usage SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Billing - Recurring Charge Completeness			
PMR5-5-25	BellSouth’s Recurring Charge Completeness	Testing in Progress	KPMG Consulting validated that BellSouth’s Recurring Charge Completeness reports were

Test Reference	Evaluation Criteria	Result	Comments
	<p>Charge Completeness reports are disaggregated correctly and are complete.</p>	<p>Progress</p>	<p>Recurring Charge Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s report for May 2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-5-26</p>	<p>KPMG Consulting-calculated Recurring Charge Completeness SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth-reported Recurring Charge Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-5-27</p>	<p>BellSouth’s implemented and documented calculations for the Recurring Charge Completeness SQM are consistent.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-5-28</p>	<p>BellSouth’s implemented and documented</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Recurring Charge Completeness SQM were</p>

Test Reference	Evaluation Criteria	Result	Comments
	<p>exclusions for the Recurring Charge Completeness SQM are consistent.</p>		<p>the Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Billing - Non-Recurring Charge Completeness</p>			
<p>PMR5-5-29</p>	<p>BellSouth’s Non-Recurring Charge Completeness reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s Non-Recurring Charge Completeness reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s report for May 2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-5-30</p>	<p>KPMG Consulting-calculated Non-Recurring Charge Completeness SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth-reported Non-Recurring Charge Completeness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, June 2001, and July 2001 aggregate data and for May 2001 – March 2002 pseudo ALEC data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-5-31</p>	<p>BellSouth’s implemented and documented</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for</p>

Test Reference	Evaluation Criteria	Result	Comments
	and documented calculations for the Non-Recurring Charge Completeness SQM are consistent.	Progress	<p>implemented and documented calculations for the Non-Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-5-32	BellSouth’s implemented and documented exclusions for the Non-Recurring Charge Completeness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Non-Recurring Charge Completeness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Operator Services and Directory Assistance - Average Speed to Answer –Toll			
PMR5-6-1	BellSouth’s Average Speed to Answer –Toll reports are disaggregated correctly and complete.	Testing in Progress	<p>BellSouth’s Average Speed of Answer-Toll reports are not required to be disaggregated per the SQM guidelines.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-6-2	KPMG Consulting-calculated Average Speed to Answer - Toll SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Average Speed to Answer – Toll values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-6-3	<p>BellSouth’s implemented and documented calculations for the Average Speed to Answer - Toll SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Average Speed to Answer - Toll SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-6-4	<p>BellSouth’s implemented and documented exclusions for the Average Speed to Answer - Toll SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Average Speed to Answer – Toll SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Operator Services and Directory Assistance - Percent Answered within “X” Seconds - Toll</p>			
PMR5-6-5	<p>BellSouth’s Percent Answered within “X” Seconds - Toll reports are disaggregated correctly and are complete.</p>	Testing in Progress	<p>BellSouth’s Percent Answered within “X” Seconds - Toll reports are not required to be disaggregated per the SQM guidelines.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-6-6	KPMG Consulting-calculated Percent Answered within “X” Seconds - Toll SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent Answered within “X” Seconds – Toll values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-6-7	BellSouth’s implemented and documented calculations for the Percent Answered within “X” Seconds - Toll SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Percent Answered within “X” Seconds - Toll SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-6-8	BellSouth’s implemented and documented exclusions for the Percent Answered within “X” Seconds - Toll SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent Answered within “X” Seconds – Toll SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Operator Services and Directory Assistance - Average Speed to Answer - Directory Assistance			

Test Reference	Evaluation Criteria	Result	Comments
PMR5-6-9	BellSouth's Average Speed to Answer - Directory Assistance reports are disaggregated correctly and are complete.	Testing in Progress	BellSouth's Average Speed of Answer-Directory Assistance reports are not required to be disaggregated per the SQM guidelines. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-10	KPMG Consulting-calculated Average Speed to Answer - Directory Assistance SQM values agree with BellSouth-reported SQM values.	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Speed to Answer – Directory Assistance values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment. KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-11	BellSouth's implemented and documented calculations for the Average Speed to Answer - Directory Assistance SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Average Speed to Answer - Directory Assistance SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-12	BellSouth's implemented and documented exclusions for the Average Speed to Answer - Directory Assistance SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Average Speed to Answer - Directory Assistance SQM were consistent for the PMAP 2.6 environment. KPMG Consulting reviewed BellSouth's documented exclusions and compared them to

Test Reference	Evaluation Criteria	Result	Comments
			<p>the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Operator Services and Directory Assistance - Percent Answered within "X" Seconds - Directory Assistance			
PMR5-6-13	BellSouth's Percent Answered within "X" Seconds - Directory Assistance reports are disaggregated correctly and are complete.	Testing in Progress	<p>BellSouth's Percent Answered within "X" Seconds – Directory Assistance reports are not required to be disaggregated per the SQM guidelines.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-6-14	KPMG Consulting-calculated Percent Answered within "X" Seconds - Directory Assistance SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-6-15	BellSouth's implemented and documented calculations for the Percent Answered within "X" Seconds - Directory Assistance SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent Answered within "X" Seconds - Directory Assistance SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-6-16	BellSouth’s implemented and documented exclusions for the Percent Answered within “X” Seconds - Directory Assistance SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent Answered within “X” Seconds - Directory Assistance SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Database Update Information - Average Database Update Interval			
PMR5-7-1	BellSouth’s Average Database Update Interval reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Average Database Update Interval reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for June 2001, July 2001, and August 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-2	KPMG Consulting-calculated Average Database Update Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Average Database Update Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for June 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-3	<p>BellSouth’s implemented and documented calculations for the Average Database Update Interval SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Average Database Update Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-4	<p>BellSouth’s implemented and documented exclusions for the Average Database Update Interval SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Average Database Update Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Database Update Information - Percent Database Update Accuracy</p>			
PMR5-7-5	<p>BellSouth’s Percent Database Update Accuracy reports are disaggregated correctly and are complete.</p>	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Percent Database Update Accuracy reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2001, June 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-7-6	KPMG Consulting-calculated Percent Database Update Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent Database Update Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-7	BellSouth’s implemented and documented calculations for the Percent Database Update Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Percent Database Update Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-8	BellSouth’s implemented and documented exclusions for the Percent Database Update Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent Database Update Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Database Update Information - Percent NXXs and LRNs Loaded by LERG Effective Date			
PMR5-7-9	BellSouth’s Percent NXXs and LRNs Loaded	Testing in Progress	KPMG Consulting validated that BellSouth’s Percent NXXs and LRNs Loaded by LERG

Test Reference	Evaluation Criteria	Result	Comments
	NXXs and LRNs Loaded by LERG Effective Date reports are disaggregated correctly and are complete.	Progress	<p>Percent NXXs and LRNs Loaded by LERG Effective Date reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's report for May 2001, June 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-10	KPMG Consulting-calculated Percent NXXs and LRNs Loaded by LERG Effective Date SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent NXXs and LRNs Loaded by LERG Effective Date values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-11	BellSouth's implemented and documented calculations for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percent NXXs and LRNs Loaded by LERG Effective Date SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-7-12	BellSouth's implemented and documented exclusions for the Percent	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percent NXXs and LRNs Loaded by LERG

Test Reference	Evaluation Criteria	Result	Comments
	NXXs and LRNs Loaded by LERG Effective Date SQM are consistent.		<p>Effective Date SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
E911 – Timeliness			
PMR5-8-1	BellSouth's Timeliness reports are disaggregated correctly and are complete.	Testing in Progress	<p>BellSouth's Timeliness reports are not required to be disaggregated per the SQM guidelines.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-8-2	KPMG Consulting-calculated Timeliness SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Timeliness values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and February 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-8-3	BellSouth's implemented and documented calculations for the Timeliness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Timeliness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-4	BellSouth's implemented and documented exclusions for the Timeliness SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Timeliness SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
E911 – Accuracy			
PMR5-8-5	BellSouth's Accuracy reports are disaggregated correctly and are complete.	Testing in Progress	<p>BellSouth's Accuracy reports are not required to be disaggregated per the SQM guidelines.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-8-6	KPMG Consulting-calculated Accuracy SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Accuracy values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and February 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-8-7	BellSouth's implemented and documented calculations for the Accuracy SQM are consistent.	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented calculations for the Accuracy SQM were consistent for the PMAP 2.6 environment.

Test Reference	Evaluation Criteria	Result	Comments
	consistent.		<p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-8-8	BellSouth's implemented and documented exclusions for the Accuracy SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Accuracy SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
E911 – Mean Interval			
PMR5-8-9	BellSouth's Mean Interval reports are disaggregated correctly and are complete.	Testing in Progress	<p>BellSouth's Mean Interval reports are not required to be disaggregated per the SQM guidelines.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-8-10	KPMG Consulting-calculated Mean Interval SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Mean Interval values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2000, January 2001, and February 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to</p>

Test Reference	Evaluation Criteria	Result	Comments
			ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-8-11	BellSouth’s implemented and documented calculations for the Mean Interval SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Mean Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-8-12	BellSouth’s implemented and documented exclusions for the Mean Interval SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Mean Interval SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Trunk Group Performance - Aggregate			
PMR5-9-1	BellSouth’s Trunk Group Performance-Aggregate reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting is not yet unable to determine whether BellSouth’s Trunk Group Performance-Aggregate reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for January 2002 for the aggregate data and compared them to BellSouth reported values. All values matched. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-9-2	<p>KPMG Consulting-calculated Trunk Group Performance-Aggregate SQM values agree with BellSouth-reported SQM values.</p>	Testing in Progress	<p>KPMG Consulting is not yet unable to determine whether BellSouth-reported Trunk Group Performance-Aggregate values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for January 2002 for the aggregate data and compared them to BellSouth reported values. All values matched. However, data from additional months is required to complete testing of this criterion. Since April 2002 data will be processed in the PMAP 4.0 environment, no further testing will be conducted in PMAP 2.6.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-9-3	<p>BellSouth’s implemented and documented calculations for the Trunk Group Performance-Aggregate SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented calculations for the Trunk Group Performance-Aggregate SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s computation methodology for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-9-4	<p>BellSouth’s implemented and documented exclusions for the Trunk Group Performance-Aggregate SQM are consistent.</p>	Testing in Progress	<p>KPMG Consulting is not yet able to determine whether BellSouth’s implemented and documented exclusions for the Trunk Group Performance-Aggregate SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting is reviewing BellSouth’s documented exclusions for this SQM.</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Not Applicable	BellSouth’s Trunk Group Performance-CLEC Specific reports are disaggregated correctly and are complete.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	KPMG Consulting - calculated Trunk Group Performance-CLEC Specific SQM values agree with BellSouth-reported SQM values.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	BellSouth’s implemented and documented calculations for the Trunk Group Performance-CLEC Specific SQM are consistent.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Not Applicable	BellSouth’s implemented and documented exclusions for the Trunk Group Performance-CLEC Specific SQM are consistent.	Not Applicable	KPMG Consulting was unable to test this criterion since the pseudo ALEC did not have trunks. Therefore, this SQM could not be validated.
Collocation – Average Response Time			
PMR5-10-1	BellSouth’s Average Response Time reports are disaggregated correctly and are complete.	Testing in Progress	KPMG Consulting validated that BellSouth’s Average Response Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment. KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for January 2001, June 2001, and July 2001 data. PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
PMR5-10-2	KPMG Consulting-calculated Average Response Time SQM	Testing in Progress	KPMG Consulting validated that BellSouth-reported Average Response Time values agreed with KPMG Consulting-calculated values for

Test Reference	Evaluation Criteria	Result	Comments
	values agree with BellSouth-reported SQM values.		<p>the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for January 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-10-3	BellSouth’s implemented and documented calculations for the Average Response Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Average Response Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-10-4	BellSouth’s implemented and documented exclusions for the Average Response Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Average Response Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Collocation – Average Arrangement Time			
PMR5-10-5	BellSouth’s Average Arrangement Time reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Average Arrangement Time reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of</p>

Test Reference	Evaluation Criteria	Result	Comments
			<p>disaggregation in BellSouth’s reports for January 2001, June 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-10-6	KPMG Consulting-calculated Average Arrangement Time SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Average Arrangement Time values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for January 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-10-7	BellSouth’s implemented and documented calculations for the Average Arrangement Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Average Arrangement Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-10-8	BellSouth’s implemented and documented exclusions for the Average Arrangement Time SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Average Arrangement Time SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG</p>

Test Reference	Evaluation Criteria	Result	Comments
			Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.
Collocation - Percent of Due Dates Missed			
PMR5-10-9	BellSouth’s Percent of Due Dates Missed reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Percent of Due Dates Missed reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for January 2001, June 2001, and July 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-10-10	KPMG Consulting-calculated Percent of Due Dates Missed SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percent of Due Dates Missed values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for January 2001, June 2001, and July 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-10-11	BellSouth’s implemented and documented calculations for the Percent of Due Dates Missed SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Percent of Due Dates Missed SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when</p>

Test Reference	Evaluation Criteria	Result	Comments
			PMAP 4.0 testing has been completed.
PMR5-10-12	BellSouth’s implemented and documented exclusions for the Percent of Due Dates Missed SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Percent of Due Dates Missed SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management - Timeliness of Change Management Notices			
PMR5-11-1	BellSouth’s Timeliness of Change Management Notices reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Timeliness of Change Management Notices reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2000, February 2001, and March 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-2	KPMG Consulting-calculated Timeliness of Change Management Notices SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Timeliness of Change Management Notices values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-11-3	BellSouth’s implemented and documented calculations for the Timeliness of Change Management Notices SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Timeliness of Change Management Notices SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-4	BellSouth’s implemented and documented exclusions for the Timeliness of Change Management Notices SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Timeliness of Change Management Notices SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management - Change Management Notice Average Delay Days			
PMR5-11-5	BellSouth’s Change Management Notice Average Delay Days reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated BellSouth’s Change Management Notice Average Delay Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2000, February 2001, and March 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-11-6	KPMG Consulting-calculated Change Management Notice Average Delay Days SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Change Management Notice Average Delay Days values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-7	BellSouth’s implemented and documented calculations for the Change Management Notice Average Delay Days SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Change Management Notice Average Delay Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-8	BellSouth’s implemented and documented exclusions for the Change Management Notice Average Delay Days SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Change Management Notice Average Delay Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management - Timeliness of Documents Associated with Change			

Test Reference	Evaluation Criteria	Result	Comments
PMR5-11-9	BellSouth’s Timeliness of Documents Associated with Change reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Timeliness of Documents Associated with Change reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation for December 2000, February 2001, and March 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-10	KPMG Consulting-calculated BellSouth’s Timeliness of Documents Associated with Change SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Timeliness of Documents Associated with Change values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-11	BellSouth’s implemented and documented calculations for the BellSouth’s Timeliness of Documents Associated with Change SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the BellSouth’s Timeliness of Documents Associated with Change SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-12	BellSouth’s implemented and documented	Testing in Progress	KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the BellSouth’s Timeliness of Documents

Test Reference	Evaluation Criteria	Result	Comments
	<p>exclusions for the BellSouth’s Timeliness of Documents Associated with Change SQM are consistent.</p>		<p>the BellSouth’s Timeliness of Documents Associated with Change SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Change Management - Average Delay Days for Documentation</p>			
<p>PMR5-11-13</p>	<p>BellSouth’s Average Delay Days for Documentation reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s Average Delay Days for Documentation reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for December 2000, February 2001, and March 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-11-14</p>	<p>KPMG Consulting-calculated Average Delay Days for Documentation SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth-reported Average Delay Days for Documentation values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for December 2000, February 2001, and March 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-11-15</p>	<p>BellSouth’s implemented and documented</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for</p>

Test Reference	Evaluation Criteria	Result	Comments
	calculations for the Average Delay Days for Documentation SQM are consistent.		<p>the Average Delay Days for Documentation SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-16	BellSouth’s implemented and documented exclusions for the Average Delay Days for Documentation SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Average Delay Days for Documentation SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Change Management - Notification of CLEC Interface Outages			
PMR5-11-17	BellSouth’s Notification of CLEC Interface Outages reports are disaggregated correctly and are complete.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s Notification of CLEC Interface Outages reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2001, June 2001, and August 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-18	KPMG Consulting-calculated Notification of CLEC Interface Outages	Testing in Progress	KPMG Consulting validated that BellSouth-reported Notification of CLEC Interface Outages values agreed with KPMG Consulting-

Test Reference	Evaluation Criteria	Result	Comments
	SQM values agree with BellSouth-reported SQM values.		<p>calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, June 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-19	BellSouth’s implemented and documented calculations for the Notification of CLEC Interface Outages SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented calculations for the Notification of CLEC Interface Outages SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-11-20	BellSouth’s implemented and documented exclusions for the Notification of CLEC Interface Outages SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth’s implemented and documented exclusions for the Notification of CLEC Interface Outages SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
Bona Fide/New Business Request Process - Percentage of BFR/NBR Requests Processed Within 30 Business Days			
PMR5-12-1	BellSouth’s Percentage of BFR/NBR Requests	Testing in Progress	KPMG Consulting validated that BellSouth’s Percentage of BFR/NBR Requests Processed

Test Reference	Evaluation Criteria	Result	Comments
	BFR/NBR Requests Processed Within 30 Business Days reports are disaggregated correctly and are complete.	Progress	<p>Percentage of BFR/NBR Requests Processed Within 30 Business Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth's reports for May 2001, July 2001, and August 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-12-2	KPMG Consulting-calculated Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM values agree with BellSouth-reported SQM values.	Testing in Progress	<p>KPMG Consulting validated that BellSouth-reported Percentage of BFR/NBR Requests Processed Within 30 Business Days values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-12-3	BellSouth's implemented and documented calculations for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-12-4	BellSouth's implemented and documented exclusions for the	Testing in Progress	KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percentage of BFR/NBR Requests

Test Reference	Evaluation Criteria	Result	Comments
	<p>Percentage of BFR/NBR Requests Processed Within 30 Business Days SQM are consistent.</p>		<p>Processed Within 30 Business Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth’s documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>Bona Fide/New Business Request Process - Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days</p>			
<p>PMR5-12-5</p>	<p>BellSouth’s Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days reports are disaggregated correctly and are complete.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth’s Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days reports were disaggregated correctly and were complete for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed the levels of disaggregation in BellSouth’s reports for May 2001, July 2001, and August 2001 data.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
<p>PMR5-12-6</p>	<p>KPMG Consulting-calculated Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM values agree with BellSouth-reported SQM values.</p>	<p>Testing in Progress</p>	<p>KPMG Consulting validated that BellSouth-reported Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days values agreed with KPMG Consulting-calculated values for the PMAP 2.6 environment.</p> <p>KPMG Consulting calculated values for May 2001, July 2001, and August 2001 data and compared them to BellSouth-reported values. All values matched.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

Test Reference	Evaluation Criteria	Result	Comments
PMR5-12-7	BellSouth's implemented and documented calculations for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented calculations for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's computation methodology and compared it to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>
PMR5-12-8	BellSouth's implemented and documented exclusions for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM are consistent.	Testing in Progress	<p>KPMG Consulting validated that BellSouth's implemented and documented exclusions for the Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10, 30, 60) Business Days SQM were consistent for the PMAP 2.6 environment.</p> <p>KPMG Consulting reviewed BellSouth's documented exclusions and compared them to the Florida Interim Performance Metrics, Version 3.00 text for this SQM.</p> <p>PMAP 2.6 was replaced by PMAP 4.0 with the publication of the April 2002 reports. KPMG Consulting will conduct additional testing to ensure PMAP 4.0 meets this evaluation criterion. The test results will be updated when PMAP 4.0 testing has been completed.</p>

5.0 Parity Evaluation

A parity evaluation was not required for this test.

6.0 Final Summary

This section summarizes the number of test evaluation criteria discussed above and the number that was satisfied or not satisfied at the conclusion of this test.

6.1 Summary of Findings

There were 320 evaluation criteria considered for the Metrics Calculations Verification and Validation Review (PMR5). Due to the recent introduction of PMAP 4.0, and the outstanding issues discovered in PMAP 2.6, no evaluation criteria have received a satisfied result. All 320

criterion must be reviewed against PMAP 4.0 and remain under test at the time of this publication.

As testing is still in progress, KPMG Consulting is unable to render a summary of findings at this time. Section 4.0 and Section 6.0 of this report will be updated as an addendum to the Final Report at a later date.