

Scenario # 641: CLEC reports on behalf of residential customer who cannot call out on BST provided UNE Port.

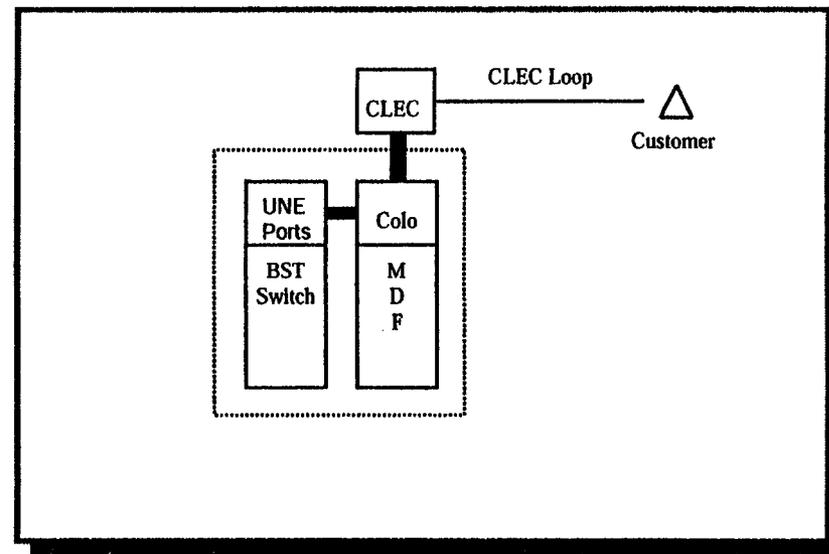
Scenario Description:

A CLEC residential customer with BST provided POTS UNE Port reports NDT trouble.

CLEC determines that problem is confined to BST UNE port and submits trouble report via the ECTA interface.

Customer calls back after initial trouble report inquiring as to status of trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X			X

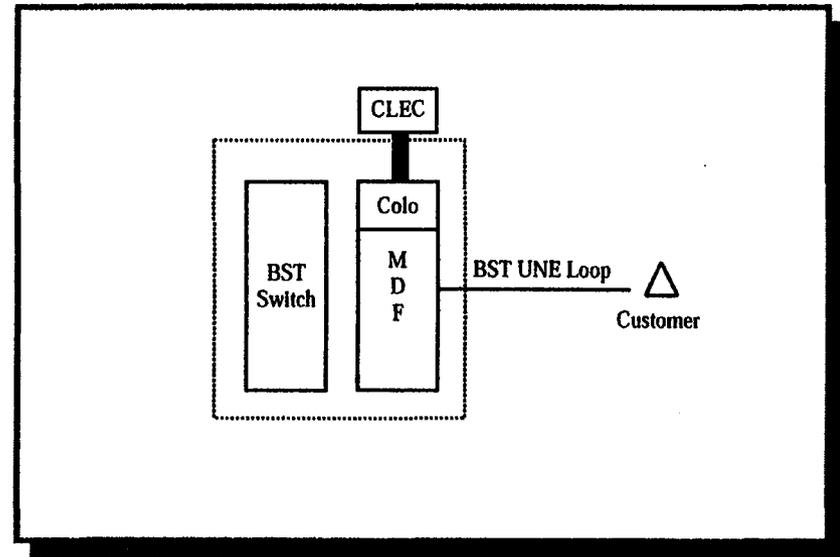
Scenario # 643: CLEC reports trouble on ISDN BRI UNE Loop to BST in response to CLEC residential customer's inability to receive calls.

Scenario Description:

CLEC residential customer with ISDN line reports inability to receive calls. Customer is serviced by BST provided ISDN BRI UNE Loop.

CLEC isolates problem to BST UNE loop and submits trouble report via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

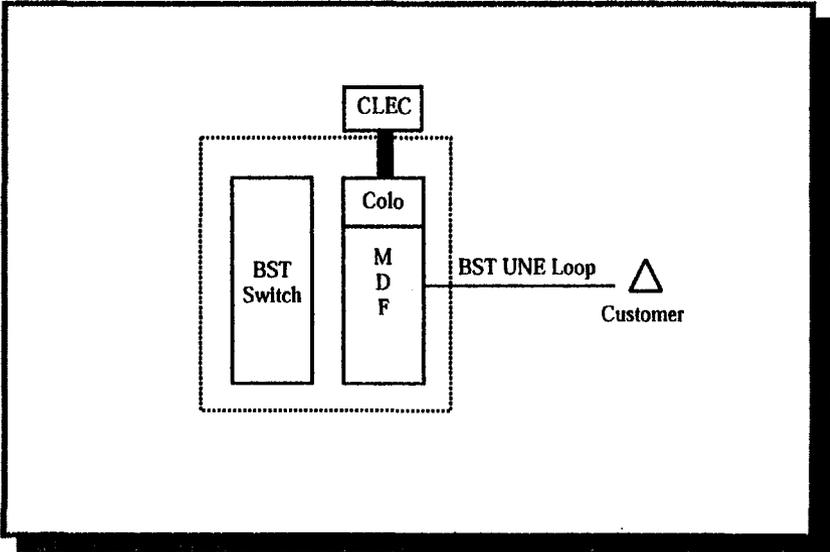
Scenario # 644: CLEC reports trouble ISDN-BRI UNE loop to BST in response to CLEC business customer complaint that they cannot originate calls.

Scenario Description:

CLEC business customer with BST supplied ISDN-BRI UNE loop reports that they cannot receive or originate calls.

CLEC issues test and determines that the problem is on BST side. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 645: CLEC submits trouble report on POTS UNE port to BST in response to CLEC residential customer report of 3Way Calling not working.

Scenario Description:

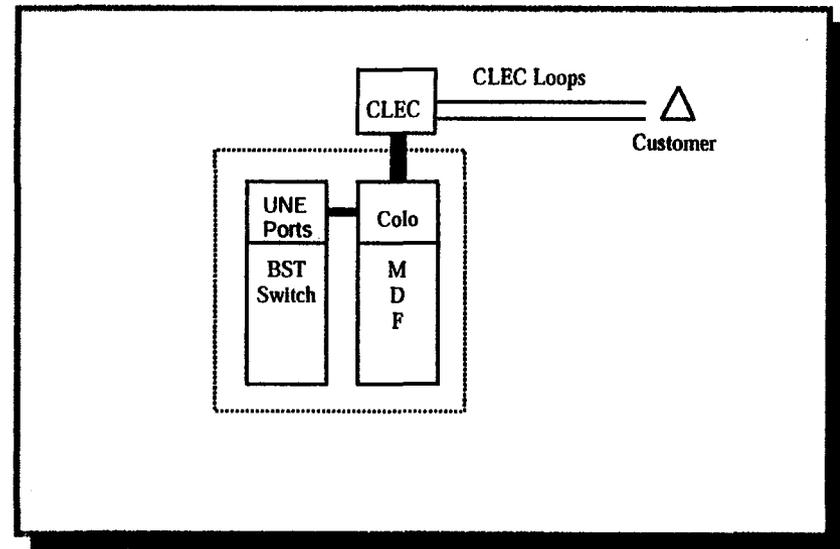
A residential CLEC customer with two BST provided UNE ports reports 3Way Calling inoperable on 1st line.

CLEC isolates problem to BST port. CLEC will enter trouble report in both interfaces.

Customer calls in to cancel report.

CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

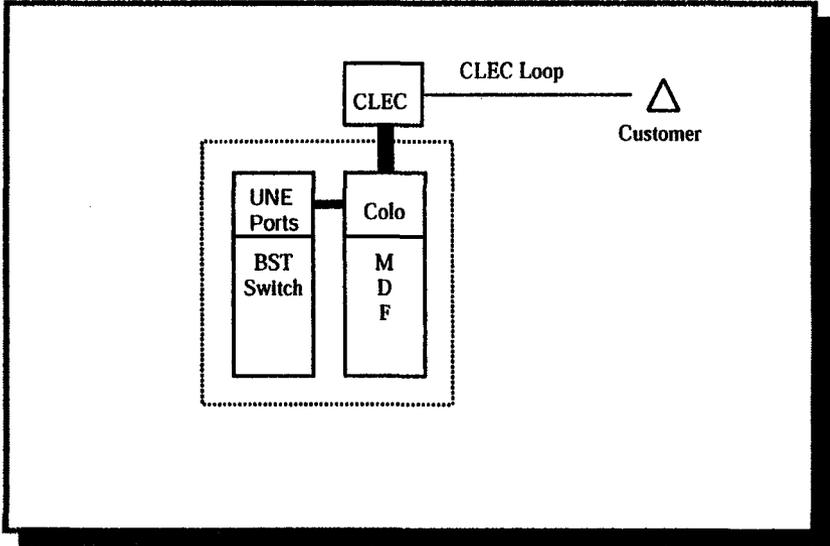
Scenario # 646: CLEC reports trouble with UNE port to BST in response to CLEC business customer complaint that Call Forwarding is not working.

Scenario Description:

CLEC business customer with BST UNE port reports that Call Forwarding is inoperable

CLEC issues test and determines that problem is confined to the BST port. CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

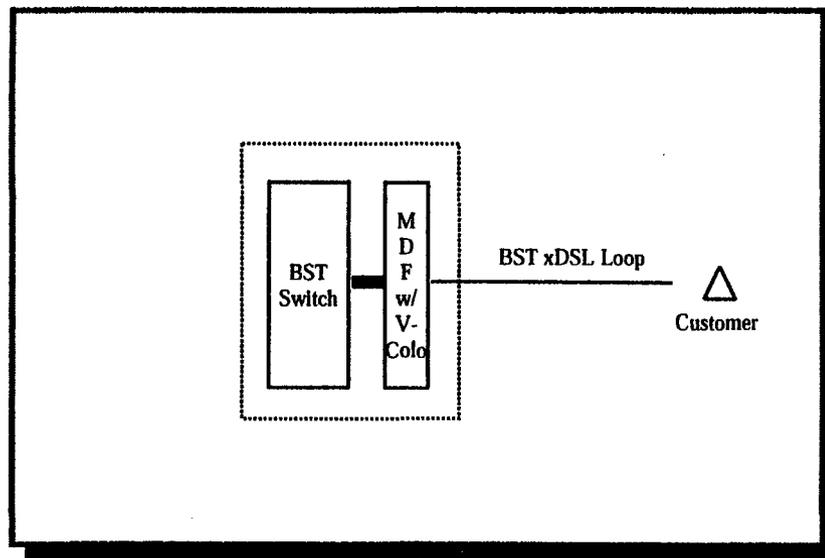
Scenario # 648: CLEC reports trouble on Resale digital loop to BST in response to CLEC business customer's inability to originate calls on their ADSL line.

Scenario Description:

CLEC business customer with BST line unbundled digital port cannot originate calls on their ADSL line.

CLEC issues test and determines that problem is confined to the BST loop. CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

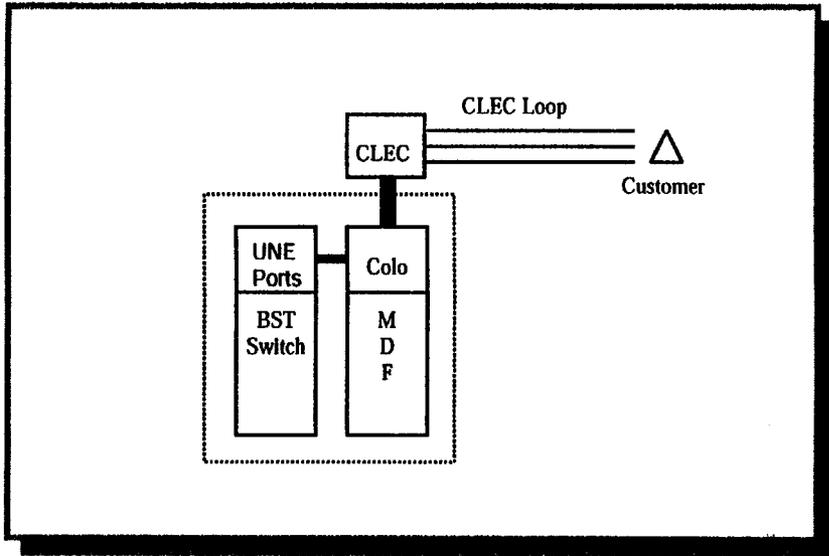
Scenario # 650: CLEC reports to BST that features for CLEC business customer are not working properly on 3 UNE analog ports.

Scenario Description:

CLEC business customer with BST provided analog UNE ports reports that vertical features are not working on all three lines.

CLEC isolates trouble to BST UNE ports. CLEC can enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

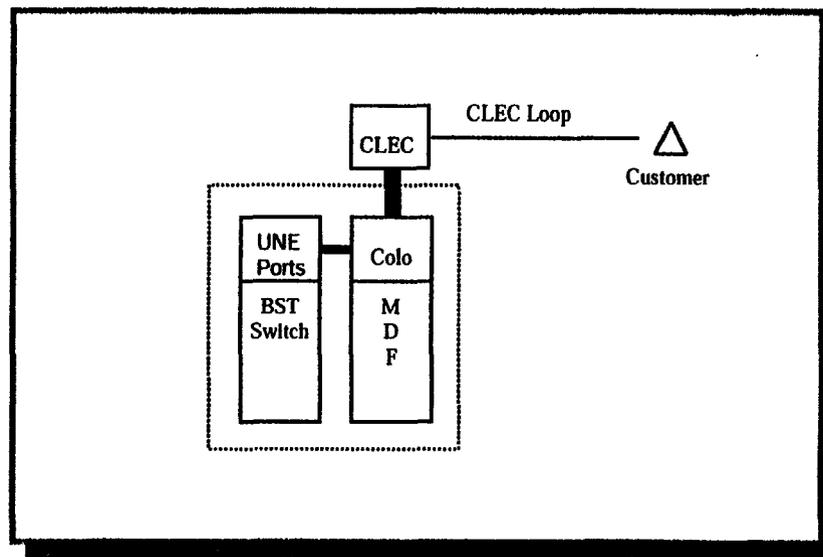
Scenario # 651: CLEC reports to BST that a residential customer with BST provided UNE Port cannot originate calls.

Scenario Description:

CLEC residential customer with BST provided analog UNE port reports that they are unable to originate calls.

CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X			X		X	X

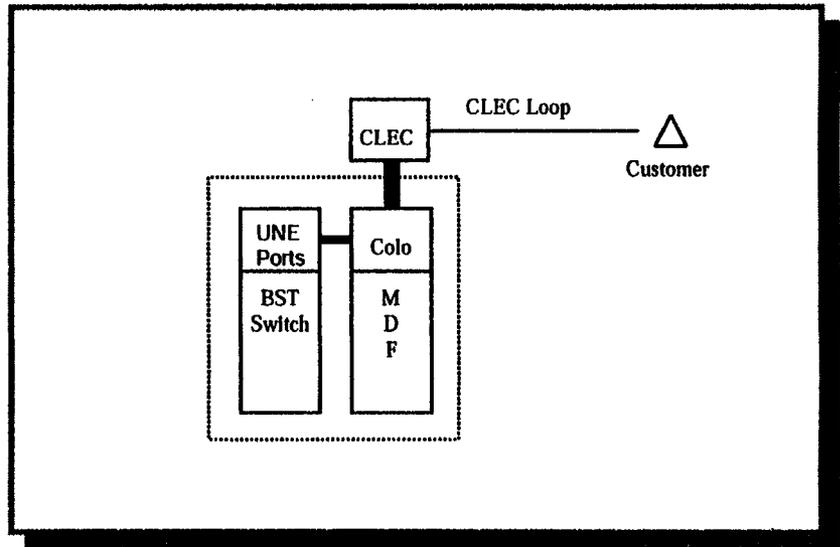
Scenario # 652: CLEC reports to BST that a residential customer with BST provided UNE Port cannot originate calls.

Scenario Description:

CLEC residential customer with BST provided UNE analog port claims that they are unable to originate calls.

CLEC enters trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 653: CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided UNE analog port.

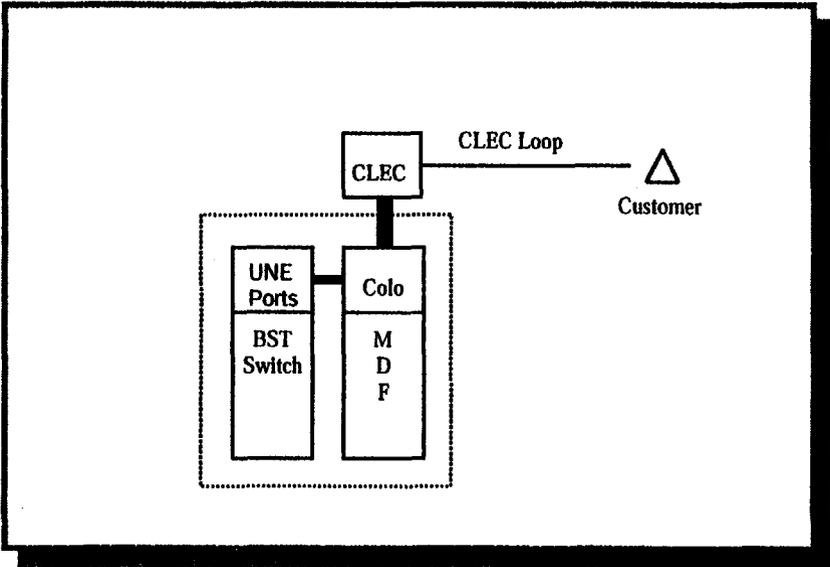
Scenario Description:

CLEC business customer with BST provided UNE analog port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

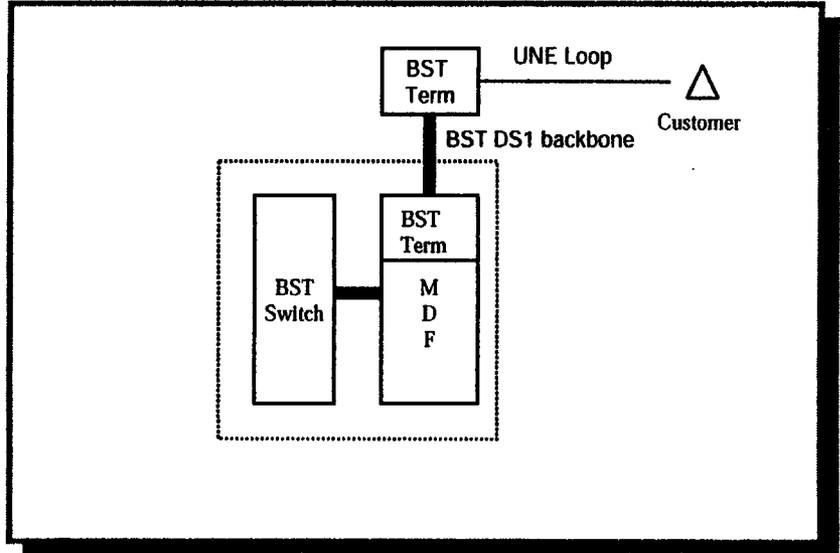
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 657: CLEC reports outage on DS1 UNE loop backbone to BST.

Scenario Description:

CLEC reports outage on DS1 UNE loop backbone to BST via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

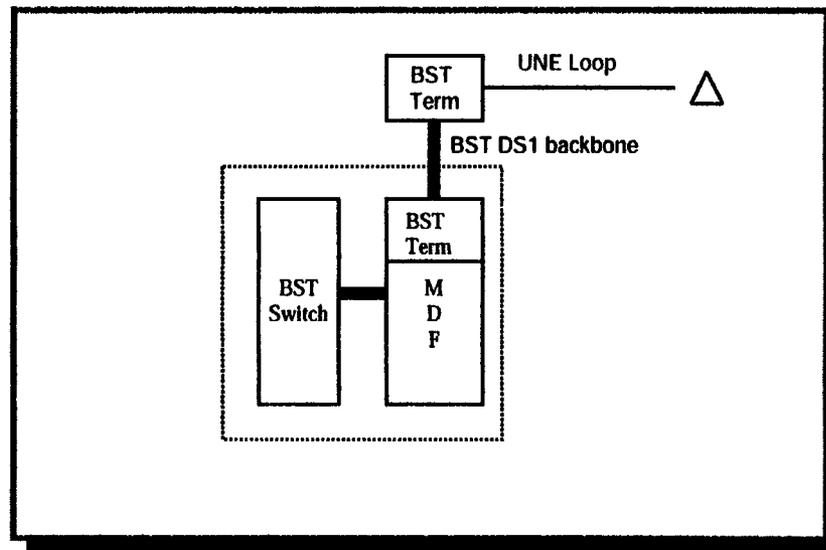
Scenario # 658: CLEC reports transmission problems on DS1 UNE loop backbone to BST per CLEC business customer's complaint.

Scenario Description:

Multiple CLEC customers served by BST provided DS1 UNE loop report transmission problems.

CLEC conducts test and determines that problem is on BST backbone.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

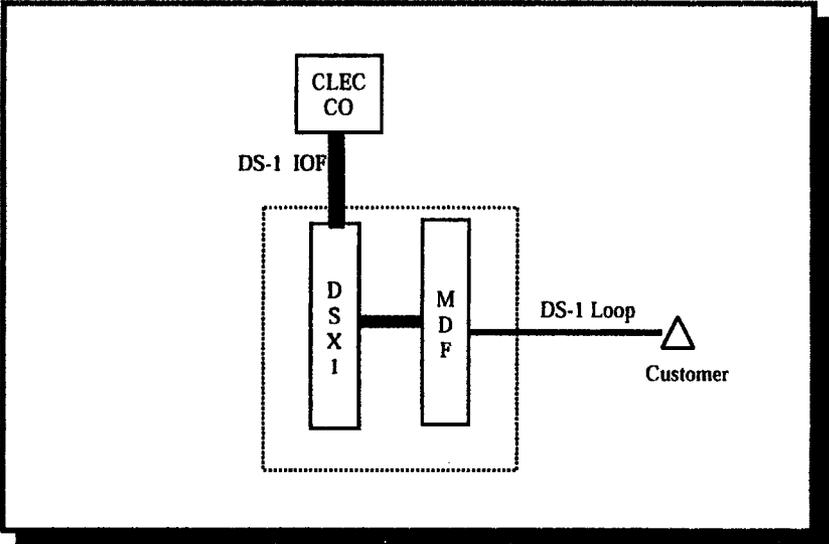
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

Scenario # 659: CLEC reports PBX trunk failure on unbundled digital loop to BST.

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on unbundled digital loop from CLEC to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

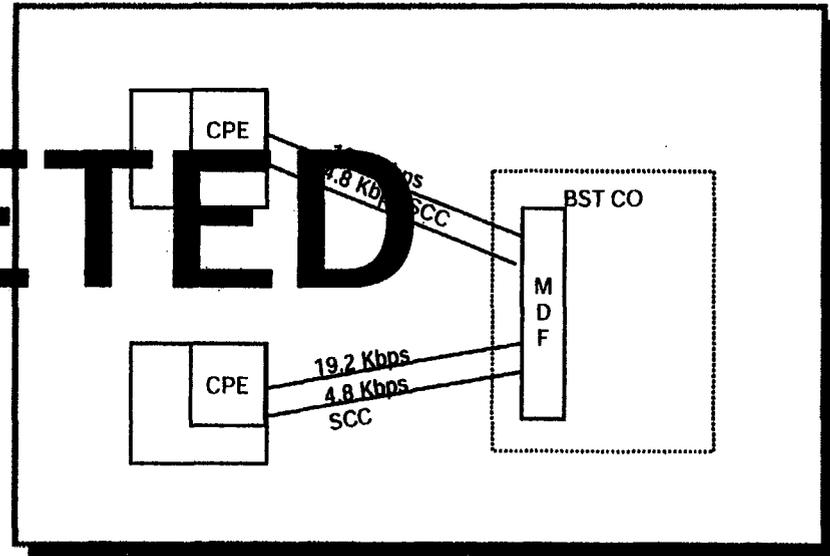
Scenario # 666: CLEC reports trouble on resold Synchronet line to BST.

Scenario Description:

CLEC business customer reports that they aren't receiving traffic on company's Synchronet line.

CLEC submits trouble report via the ECTA interface to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X		X

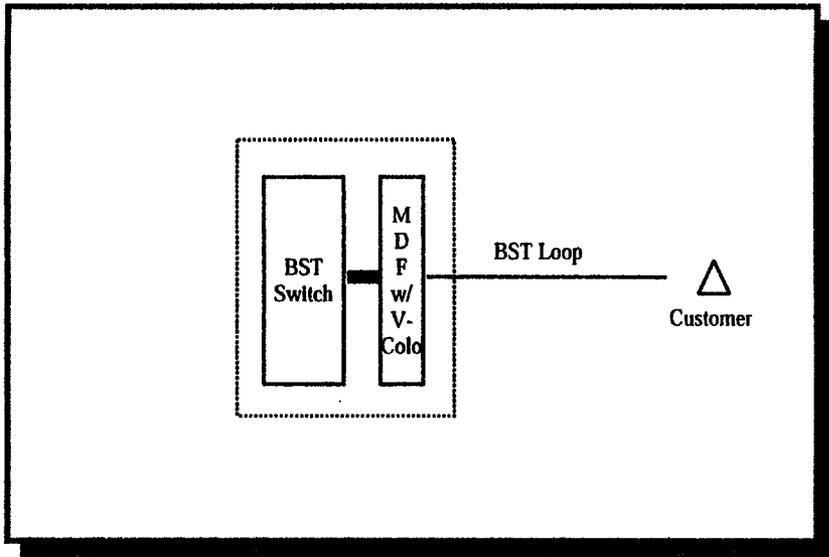
Scenario # 667: CLEC reports trouble on Resale POTS line to BST in response to CLEC business customer's inability to receive incoming calls.

Scenario Description:

CLEC business customer with BST resale line cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

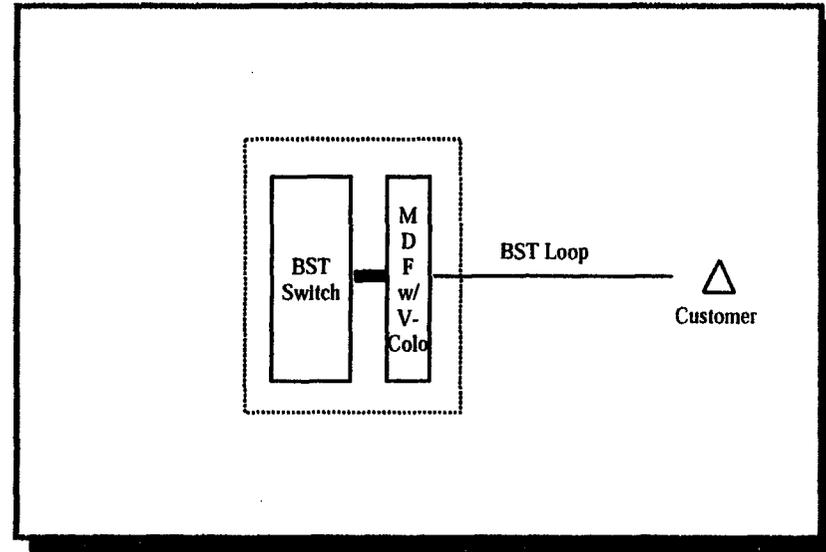
Scenario # 668: CLEC reports trouble on Resale POTS line to BST in response to CLEC residential customer's inability to receive incoming calls.

Scenario Description:

CLEC residence customer with BST resale line cannot receive calls on any of their three lines.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Appendix D-1

Appendix D1: Evaluation Criteria

This appendix outlines the evaluation criteria to be applied during the various test cycles.

Once the results from each test cycle have been collected, they must be assessed in order to determine performance. This activity includes comparing expected results files with actual results. In addition, this activity involves assessing the coverage and accuracy of all test conditions within a test cycle. Those failing validation must be re-tested during the next cycle. If a significant number of test conditions fail or are not covered during a specific cycle, the test cycle will be rescheduled for execution following the implementation of the appropriate corrective measures.

Both transactional testing and operational analysis require evaluation criteria to assess test results. Test evaluation criteria provides the basis for determining whether an individual test event meets stated objectives and achieves expected results. This activity serves to sharpen the test approach and scope by defining the specific criteria required to measure the success of each test event.

Evaluation criteria are defined for each test to determine whether the results deviate from expectations. In those cases where results deviate, analysis is undertaken to determine the significance of the deviation.

The following table contains metrics that will be gathered from transactional testing and operational analysis. The BellSouth Service Quality Measurements Regional Performance Reports contain BellSouth performance measurement data which will be utilized during the test. This document is available from the BellSouth Web site.

For those areas lacking an existing performance measurement approved by the Georgia PSC, KPMG has developed a set of process and function evaluation criteria that will be used to evaluate the functional and transactional elements of BellSouth's OSS interfaces and processes. During test design, KPMG will further develop the appropriate metrics and standards of performance. These evaluation criteria and may be applied to all instances of a test execution or to a sampling of instances. The volume tests are an example of where a sampling of test transactions would be appropriate to ensure the integrity and content of the transaction data while testing the capacity of BellSouth's application software and infrastructure.

<i>Business Process</i>	<i>Metric</i>	<i>Test Objective</i>	<i>Test Technique</i>	
Pre-Ordering	OSS Response Interval	Performance	Transaction Processing Performance Comparison	
	OSS Interface Availability	Interface	Transaction Processing Document Review	
	OSS Functionality	Functionality	Transaction Processing	

Business Process	Metric	Objective	Technique	
	Capacity of Systems	Volume & Capacity Management	Transaction Processing Inspection Document Review	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Ordering	Percent Flow-through Service Requests	Performance	Transaction Processing Performance Comparison	
	Percent Rejected Service Requests	Performance	Transaction Processing	
	Reject Interval	Performance	Transaction Processing	
	Firm Order Confirmation Timeliness	Performance	Transaction Processing	
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review	
	OSS Functionality	Functionality	Transaction Processing	
	Capacity of Systems	Volume & Capacity Management	Transaction Processing Inspection Document Review	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Provisioning	Average Completion Interval & Order Completion Interval Distribution	Performance	Transaction Processing Inspection Performance Comparison	
	Held Order Interval Distribution & Mean Interval	Performance	Transaction Processing Performance Comparison	
	Average Jeopardy Notice Interval	Performance	Transaction Processing Performance Comparison	
	Percentage of Orders Given Jeopardy Notices	Performance	Transaction Processing Performance Comparison	
	Percent Missed Installation Appointments	Performance	Transaction Processing Performance Comparison	
	Percent Provisioning Troubles within 30 Days	Performance	Transaction Processing Performance Comparison	
	Coordinated Customer Conversions	Performance	Transaction Processing Inspection	
	Average Completion Notice Interval	Performance	Transaction Processing Performance Comparison	
	Completed Service Order Accuracy	Performance	Transaction Processing Performance Comparison	

Business Process	Metric	Objective	Technique	
	OSS Functionality	Functionality	Transaction Processing	O&P-1,2
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Maintenance & Repair	OSS Interface Availability	Interface	Transaction Processing Document Review Observation	
	Average OSS Response Interval	Performance	Transaction Processing Performance Comparison	
	Missed Repair Appointments	Performance	Transaction Processing Performance Comparison Inspection	
	Customer Trouble Report Rate	Performance	Performance Comparison Inspection Interviews	
	Maintenance Average Duration	Performance	Transaction Processing Performance Comparison Inspection	
	Percent Repeat Troubles within 30 Days	Performance	Transaction Processing Performance Comparison Inspection	
	Out of Service > 24 Hours	Performance	Transaction Processing Performance Comparison Inspection	
	OSS Functionality	Functionality	Transaction Processing	
	Capacity of Systems	Volume & Capacity Management	Transaction Processing Inspection Document Review	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Billing	Invoice Accuracy & Timeliness	Performance	Transaction Processing	
	Usage Data Delivery Accuracy	Performance	Transaction Processing	
	Usage Data Delivery Timeliness and Completeness	Performance	Transaction Processing	
	Completeness of Documents	Documentation	Document Review	
	Accuracy of Documents	Documentation	Document Review	
Change Management	Change Development Process	Documentation	Document Review Inspection	
	Change Evaluation Process	Documentation	Document Review Inspection	

<i>Business Process</i>	<i>Metric</i>	<i>Test Objective</i>	<i>Test Technique</i>	
	Change Implementation Process	Documentation	Document Review Inspection	
	Change Interval	Documentation	Document Review Inspection	
	Documentation Update Timeliness	Documentation	Document Review Inspection	
	Adequacy and Completeness of Change Management Tracking Process	Documentation	Document Review Inspection	

The following table contains the specific criteria that will be used for each test.

EVALUATION MEASURES		
<i>Category</i>	<i>Metric</i>	<i>Description</i>
	Availability of Interface	The interface is accessible during specified hours of availability as described in BellSouth CLEC documentation including CLEC notification letters. System outages or downtimes are within service quality measurements.
	Presence of Functionality	The functionality exists in the application or OSS and transactions can be executed through the interface as described in BellSouth CLEC documentation and training.
	Accuracy of Response	The data contained in the response (valid response or error response) is accurate and complete in relationship to the event or test case and as described in BellSouth CLEC documentation.
	Timeliness of Response	The response is generated and delivered within objective intervals.
	Clarity of Information	The data contained in the response provides a clear understanding of the requested data, error or status of a transaction.
	Availability of Document(s)	The BellSouth CLEC documentation and training is readily available. Documents are available in electronic or hard copy format.
	Accuracy of Document(s)	The BellSouth CLEC documentation accurately describes the process, application, interface, business rules, technical requirements, etc. that are relevant to a CLEC entering the local service market. Documentation is accurate and consistent within the document as well as across BellSouth CLEC documents.
	Structure of Document(s)	The BellSouth CLEC documentation clearly states the scope and intended audience for the document. The document contains change management markings for version/release control and associated dates. The document contains contact information for reporting errors, obtaining additional information or related resources.
	Distribution of Document(s)	The BellSouth CLEC documentation is readily available via various distribution paths (BST web site, training classes, restricted web sites, on request, via functional SMEs, industry groups, etc.).

	Change Management Notification Process	Changes to the BellSouth CLEC documentation are communicated to the CLEC community in a timely and non-discriminatory manner via various distribution paths.
	Adequacy and Completeness of Planning and Forecasting	There are clearly defined and documented processes for reviewing and projecting growth in facilities requirements.
	Adequacy and Completeness of Usage Monitoring	There are clearly defined and documented processes for recording and analyzing system usage.
	Adequacy and Completeness of Capacity Management	There are clearly defined and documented processes for developing and implementing capacity management plans.
	Provisioning Validation	The circuits are provisioned correctly at CLEC co-location facilities. Dial tone is available.
	Process Validation	The steps or processes required for reviewing, balancing or evaluating follow standard business practices and/or documented procedures. The work flow steps required to complete the process (i.e., invoice balancing) are defined. The intervals or time lines defined in the process are reasonable.
	Provisioning Coordination	Provisioning and maintenance activities for Unbundled Network Elements (UNEs) are coordinated between BellSouth, CLECs and end-user customers.
	Provisioning Timeliness of Response/Completion	Provisioning completion/activity notification is required. Confirmation of activity is processed back to BellSouth and CLEC points of contact within objective intervals.
	Provisioning Systems Integrity	Systems utilized in provisioning and coordination of CLEC activities are consistent and comparable with BST retail systems.
	Procedural Adherence	<u>Clearly defined BellSouth methods and procedures are being followed.</u>
	Provisioning Accuracy	<u>Provisioning activity is completed correctly within all BellSouth systems and Central Offices.</u>
	OS/DA Accuracy	<u>Operator Services/Directory Assistance orders are completed correctly.</u>
Result Types	Satisfied	The evaluation criterion was satisfied.
	Not Satisfied	The evaluation criterion was not satisfied. Some issues were identified that would have a business impact to CLECs – in some cases an exception was raised.

IV. Pre-Ordering Test Section

1.0 PRE-1: TAG Pre-Ordering Functional Test

The TAG Pre-Ordering Functional Test will evaluate the functional elements of the pre-ordering process for UNEs as delivered to CLECs by the TAG interface. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	TAG Functional Evaluation	Product Category
Validate Address	X	Product Independent
Retrieve CSR	X	Product Independent
Determine Product/Service Availability	X	Product Independent
Request Available Telephone Number(s)	X	Product Independent
Reserve Telephone Number(s)	X	Product Independent
Cancel Telephone Number(s) Reservation	X	Product Independent
Determine Appointment Availability	X	Product Independent
Calculate Due Date	X	Product Independent

The following evaluation criteria () will be used to address the sub-processes and functions evaluated in test PRE-1.

Sub Process	Function	Evaluation Criteria	Test Case Reference
Validate Address	Create address validation request transaction	Accuracy of Document(s) Availability of Documentation	PRE 1 1 1
	Create and Send address request using BTN	Presence of Functionality	PRE 1 1 12
	Send address validation request using WTN	Presence of Functionality	PRE 1 1 23
	Send address validation request using partial address	Presence of Functionality	PRE 1 1 34
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 1 45
	Receive near match response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 1 56
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 1 67
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 1 78
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1 1 9
	Re-send address inquiry	Presence of Functionality	PRE 1 1 10

Sub Process	Function	Evaluation Criteria	Test Case Reference
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 1 11
Retrieve CSR	Create CSR request transaction	Accuracy of Document(s) Availability of Documentation	PRE 1 2 1
	Create and Send CSR request using BTN	Presence of Functionality	PRE 1 2 12
	Send CSR request using WTN	Presence of Functionality	PRE 1 2 23
	Send CSR request using circuit identifier and state code	Presence of Functionality	PRE 1 2 34
	Send CSR request using miscellaneous account number	Presence of Functionality	PRE 1 2 45
	Send request for directory information only	Presence of Functionality	PRE 1 2 56
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 2 67
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 2 78
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 2 89
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1 2 910
	Re-send CSR inquiry	Presence of Functionality	PRE 1 2 101
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 2 112
Determine Product / Service Availability	Create service availability request transaction	Accuracy of Document(s) Availability of Documentation	PRE 1 3 1
	Create and Send service availability (LPIC, PIC, Switch Service Availability) request transaction	Presence of Functionality	PRE 1 3 12
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 3 23
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 3 34
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1 3 45
	Re-send service availability inquiry	Presence of Functionality	PRE 1 3 56
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 3 67

Sub-Process	Transaction	Evaluation Criteria	Test Case Reference
Request Available Telephone Number(s)	Create available telephone number request transaction	Accuracy of Document(s) Availability of Documentation	PRE 1 4 1
	Create and Send TN request for specific number(s) (Easy, Sequential, Ascending, Vanity, etc)	Presence of Functionality	PRE 1 4 12
	Send TN request for random number(s)	Presence of Functionality	PRE 1 4 23
	Send TN request for a range of specific numbers	Presence of Functionality	PRE 1 4 34
	Send TN request for a range of random numbers	Presence of Functionality	PRE 1 4 45
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 4 56
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 4 67
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1 4 78
	Re-send available telephone number request	Presence of Functionality	PRE 1 4 89
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 4 10
Reserve TN(s)	Create telephone number reservation transaction	Accuracy of Document (s) Availability of Documentation	PRE 1 5 1
	Create and Send reservation request for a single TN	Presence of Functionality	PRE 1 5 12
	Send reservation request for Multi-line Hunt	Presence of Functionality	PRE 1 5 23
	Send reservation request for Direct-In-Dial	Presence of Functionality	PRE 1 5 34
	Send reservation extension request	Presence of Functionality	PRE 1 5 45
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 5 56
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 5 67
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1 5 78
	Re-send TN reservation request	Presence of Functionality	PRE 1 5 89
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 5 910
Cancel TN Reservation	Create telephone number reservation cancellation transaction	Accuracy of Document(s) Availability of Documentation	PRE 1 6 1

Sub-Process	Function	Criteria	Reference
	Create and Send cancel reservation request for a single TN	Presence of Functionality	PRE 1-6-12
	Send cancel reservation request for Multi-line Hunt	Presence of Functionality	PRE 1-6-23
	Send cancel reservation request for Direct-In-Dial	Presence of Functionality	PRE 1-6-34
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1-6-45
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1-6-56
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1-6-67
	Re-send cancel TN reservation request	Presence of Functionality	PRE 1-6-78
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1-6-80
Determine Appointment Availability	Create appointment availability request transaction	Presence of Functionality Accuracy of Document(s) Availability of Documentation	PRE 1-7-1
	Create and Send request for appointment availability	Presence of Functionality	PRE 1-7-2
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1-7-3
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1-7-4
	Correct errors	Presence of Functionality Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1-7-5
	Re-send available due date request	Presence of Functionality	PRE 1-7-6
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1-7-7
Calculate Due Date	Create due date calculation request transaction	Accuracy of Document(s) Availability of Documentation	PRE 1-8-1
	Create and Send request for due date calculation	Presence of Functionality	PRE 1-8-1
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1-8-2

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Case Reference</i>
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 8 3
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1 8 4
	Re-send due date calculation request	Presence of Functionality	PRE 1 8 5
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 8 6
Pre-order/Order Integration	Submit pre-order transactions designated for integration test	Presence of Functionality	PRE 1 9 1
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 9 2
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 9 3
	Correct error(s)s	Clarity of Information Availability of Documentation Accuracy of Document(s)	PRE 1 9 4
	Re-send transaction	Presence of Functionality	PRE 1 9 5
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response	PRE 1 9 6

2.0 PRE-2: Pre-Ordering Performance Results Comparison Measures Evaluation

The Pre-Ordering Performance Results Comparison Measures Evaluation is a comparative analysis of performance results collected by KPMG test management tools and those collected by BellSouth's OSS performance measurement system. The source results collected from PRE-1: TAG Functional Test, PRE-4: TAG Normal Volume Performance Test, and PRE-5: TAG Peak Volume Performance Test will be compared to BellSouth's performance measurements, accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-2.

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Case Reference</u>
<u>Average OSS Response Time and Response Interval</u>	<u>RSAG – Address</u>	<u>BLS reports are correctly disaggregated and complete.</u>	
	<u>RSAG – TN</u>	<u>KPMG-Calculated SOM values agree with BLS-reported SOM values.</u>	
	<u>ATLAS</u> <u>COFFI</u> <u>DSAP</u> <u>HAL</u> <u>P/SIMS</u> <u>OASIS</u>	<u>BLS raw data are suitable for calculation purposes and are complete.</u>	
<u>OSS Interface Availability</u>	<u>Not disaggregated</u>	<u>BLS reports are correctly disaggregated and complete.</u>	
		<u>KPMG-Calculated SOM values agree with BLS-reported SOM values.</u>	
		<u>BLS raw data are suitable for calculation purposes and are complete.</u>	
<u>Average OSS Response Interval</u>	<u>Address Validation</u>	<u>Availability of Interface</u> <u>Accuracy of Response</u> <u>Timeliness of Response</u>	<u>PRE 2 1 1</u>
	<u>CSR Retrieval</u>	<u>Availability of Interface</u> <u>Accuracy of Response</u> <u>Timeliness of Response</u>	<u>PRE 2 1 2</u>
	<u>Switched Service Availability</u>	<u>Availability of Interface</u> <u>Accuracy of Response</u> <u>Timeliness of Response</u>	<u>PRE 2 1 3</u>
	<u>PIC/LPIC Availability</u>	<u>Availability of Interface</u> <u>Accuracy of Response</u> <u>Timeliness of Response</u>	<u>PRE 2 1 4</u>
	<u>Product / Service Availability</u>	<u>Availability of Interface</u> <u>Accuracy of Response</u> <u>Timeliness of Response</u>	<u>PRE 2 1 5</u>
	<u>Telephone Number(s) Availability</u>	<u>Availability of Interface</u> <u>Accuracy of Response</u> <u>Timeliness of Response</u>	<u>PRE 2 1 6</u>
	<u>Reserve TN(s)</u>	<u>Availability of Interface</u> <u>Accuracy of Response</u> <u>Timeliness of Response</u>	<u>PRE 2 1 7</u>

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Case Reference</i>
	Cancel TN Reservation	Availability of Interface Accuracy of Response Timeliness of Response	PRE 2 1 8
	Determine Due Date / Appointment Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE 2 1 9

3.0 PRE-3: TAG Pre-Ordering Documentation Evaluation

The TAG Pre-Ordering Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's pre-ordering documentation using a variety of operational analysis techniques. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-3.

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Case Reference</u>
Pre-Ordering Documentation	<u>Document Structure and Format</u> <u>LEO Implementation Guides (Pre-Ordering Sections of Volumes 1-4)</u>	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process <u>Existence of Structural Elements</u> <u>Completeness of Data</u>	PRE 3-1-1
	<u>Document Content</u> <u>Facilities Based & Resale-CLEC Starter Kit (Pre-Ordering sections)</u>	<u>Clarity of Information</u> <u>Completeness of Data</u> Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE 3-1-2
	<u>Facilities Based & Resale-CLEC Activation Requirements</u> <u>Release Management</u>	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process <u>Existence and Adequacy of the Update Process</u> <u>Availability of Documentation</u>	PRE 3-1-3
	<u>Document Accuracy</u>	<u>Accuracy of Documents</u>	

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Reference</u>
	TAC Technical and Programmer Reference Guide(s)	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE 3-1-4
<u>Validate Address</u>	<u>Create address validation request transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
<u>Retrieve CSR</u>	<u>Determine type of inquiry to send</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Create CSR request transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
<u>Request available telephone number(s)</u>	<u>Create available telephone number request transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
<u>Reserve TN(s)</u>	<u>Create telephone number reservation transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
<u>Cancel TN reservation</u>	<u>Create telephone number cancellation or exchange transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
<u>Determine product/service availability</u>	<u>Create service availability request transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
<u>Calculate Due Date</u>	<u>Create due date calculation request transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
<u>Determine Appointment Availability</u>	<u>Create appointment availability request transaction</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	
	<u>Correct errors</u>	<u>Content of Document(s)</u> <u>Accuracy of Document(s)</u>	

Sub Process	Function	Evaluation Criteria	Code
	Carrier Notification	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Clarity of Information Change Management Notification Process	PRE-3-1-5

4.0 PRE-4: TAG Normal Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-through pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

<i>Pre-Order Transaction Type</i>	<i>TAG Normal Volume</i>	<i>TAG Peak Volume</i>	<i>Product Category</i>
Validate Address	X		UNE, Resale
Retrieve CSR	X		UNE, Resale
Determine Product/Service Availability	X		UNE, Resale
Request Available Telephone Number(s)	X		UNE, Resale
Reserve Telephone Number(s)	X		UNE, Resale
Cancel Telephone Number(s) Reservation	X		UNE, Resale
Determine Appointment Availability	X		UNE, Resale
Calculate Due Date	X		UNE, Resale

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-4.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Case Reference</i>
Submit pre-orders in Projected Normal Volumes	Address Validation	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-1
	CSR Retrieval	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-2
	Switched Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-3
	PIC/LPIC Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-4
	Product / Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-5
	Telephone Number(s) Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-6
	Reserve TN(s)	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-7
	Cancel TN Reservation	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-8

Sub Process	Function	Evaluation Criteria	Test Case Reference
	Determine Due Date / Appointment Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE 4-1-9

5.0 PRE-5: TAG Peak Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "peak" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-through pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

Pre-Order Transaction Type	TAG Normal Volume	TAG Peak Volume	Product Category
Validate Address		X	UNE, Resale
Retrieve CSR		X	UNE, Resale
Determine Product/Service Availability		X	UNE, Resale
Request Available Telephone Number(s)		X	UNE, Resale
Reserve Telephone Number(s)		X	UNE, Resale
Cancel Telephone Number(s) Reservation		X	UNE, Resale
Determine Appointment Availability		X	UNE, Resale
Calculate Due Date		X	UNE, Resale

The following evaluation criteria (will be used to address the sub-processes and functions evaluated in test PRE-5.

Sub-Process	Function	Evaluation Criteria	Test Case Reference
Submit pre-orders in Projected Peak Volumes	Address Validation	Availability of Interface Accuracy of Response Timeliness of Response	PRE-5-1-1
	CSR Retrieval	Availability of Interface Accuracy of Response Timeliness of Response	PRE-5-1-2
	Switched Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE-5-1-3
	PIC/LPIC Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE-5-1-4
	Product / Service Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE-5-1-5
	Telephone Number(s) Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE-5-1-6
	Reserve TN(s)	Availability of Interface Accuracy of Response Timeliness of Response	PRE-5-1-7

Sub Process	Function	Evaluation Criteria	Test Case Reference
	Cancel TN Reservation	Availability of Interface Accuracy of Response Timeliness of Response	PRE 5-1-8
	Determine Due Date / Appointment Availability	Availability of Interface Accuracy of Response Timeliness of Response	PRE 5-1-9

6.0 PRE-6: Pre-Order Processing Systems Capacity Management Evaluation

The Pre-Order Processing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the cluster of pre-ordering applications. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test PRE-6.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cases Reference</i>
Pre-Order Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	PRE-6-1-1
	Data verification and analysis of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data verification and analysis	PRE-6-1-2
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	PRE-6-1-3

V. Ordering and Provisioning Test Section

1.0 O&P-1: EDI Functional Test

The EDI Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN). The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-1.

Sub Process	Function	Evaluation Criteria	Test Case Reference
Submit an Order	Create order transaction(s)	Accuracy of Document(s) Availability of Documentation	O&P 1-1-1
	Create and Send order in LSR format	Presence of Functionality	O&P 1-1-12
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response	O&P 1-1-23
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	O&P 1-1-34
	Send Expedited Order Transaction	Presence of Functionality	O&P 1-1-45
Submit an Error	Create error transaction(s)	Accuracy of Document(s) Availability of Documentation	O&P 1-2-1
	Create and Send error in LSR format	Presence of Functionality	O&P 1-2-12
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response	O&P 1-2-23
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	O&P 1-2-34
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P 1-2-45
	Re-send order	Presence of Functionality	O&P 1-2-56
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	O&P 1-2-67
Supplement an Order	Create Supplement transaction(s)	Accuracy of Document(s) Availability of Documentation	O&P 1-3-1
	Create and Send supplement transactions	Presence of Functionality	O&P 1-3-12

Sub Process	Function	Evaluation Criteria	Test Case Reference
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 3 23
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 3 34
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	Q&P 1 3 45
	Re-send supplement	Presence of Functionality	Q&P 1 3 56
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 3 68
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Clarity of Information	Q&P 1 4 1
	Submit integration orders	Presence of Functionality	Q&P 1 4 2
	Receive acknowledgement	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 4 3
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 4 4
	Correct error(s)	Clarity of Information Availability of Documentation Accuracy of Document(s)	Q&P 1 4 5
	Re-send integration order	Presence of Functionality	Q&P 1 4 6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 4 7
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 5 1
Receive Jeopardy Notification	Receive Jeopardy Notification transaction	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 6 1
Check Service Order Status	Check Service Order Status	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 1 7 1

2.0 O&P-2: TAG Functional Test

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either an FOC or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-2.

Sub Process	Function	Evaluation Criteria	Test Case Reference
Submit an Order	Create order transaction(s)	Accuracy of Document(s) Availability of Documentation	O&P 2-1-1
	Create and Send order in LSR format	Presence of Functionality	O&P 2-1-12
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response	O&P 2-1-23
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	O&P 2-1-34
	Send Expedited Order Transaction	Presence of Functionality	O&P 2-1-45
Submit an Error	Create error transaction(s)	Accuracy of Document(s) Availability of Documentation	O&P 2-2-1
	Create and Send error in LSR format	Presence of Functionality	O&P 2-2-12
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response	O&P 2-2-23
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	O&P 2-2-34
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	O&P 2-2-45
	Re-send order	Presence of Functionality	O&P 2-2-56
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	O&P 2-2-67
Supplement an Order	Create supplement transaction(s)	Accuracy of Document(s) Availability of Documentation	O&P 2-3-1
	Create and Send supplement transaction(s)	Presence of Functionality	O&P 2-3-12

<i>Sub-Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Case Reference</i>
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-3-23
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-3-34
	Correct errors	Clarity of Information Availability of Documentation Accuracy of Document(s)	Q&P 2-3-45
	Re-send supplement	Presence of Functionality	Q&P 2-3-56
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-3-67
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Clarity of Information	Q&P 2-4-1
	Submit integration orders	Presence of Functionality	Q&P 2-4-2
	Receive acknowledgement	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-4-3
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-4-4
	Correct error(s)	Clarity of Information Availability of Documentation Accuracy of Document(s)	Q&P 2-4-5
	Re-send integration order	Presence of Functionality	Q&P 2-4-6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-4-7
Receive Completion Notice	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-5-1
	Receive transaction response	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-5-2
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-6-1
Check Service Order Status	Create Service Order Status request	Presence of Functionality Accuracy of Document(s) Availability of Documentation	Q&P 2-7-1
	Send transaction	Presence of Functionality	Q&P 2-7-2
	Receive response	Accuracy of Response Clarity of Information Timeliness of Response	Q&P 2-7-3

3.0 O&P-3: EDI/TAG Normal Volume Performance Test

The EDI/TAG Normal Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions simultaneously. This test cycle will be executed by TTGs capable of submitting large volumes of flow-through pre-ordering (TAG only) and resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface. Patterns of time within the day and patterns of days within the month will be emulated.

The normal volume forecast will be developed across BellSouth's entire 9-state region (not simply Georgia) as described in Appendix C: Volume Analysis. The test will be executed during two 10-hour periods by modeling the expected normal daily usage pattern (e.g., the off-peak nighttime hour loads will be ignored for the test). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or a FOC. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-3.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Case Reference</i>
Submit Orders in Projected Normal Volumes	Create order transaction(s)	Availability of Interface Timeliness of Response	O&P 3-1-1
	Send order in LSR format	Availability of Interface	O&P 3-1-2
	Receive acknowledgment	Availability of Interface Accuracy of Response Timeliness of Response	O&P 3-1-3
	Receive FOC or error/reject notification	Availability of Interface Accuracy of Response Timeliness of Response	O&P 3-1-4

4.0 O&P-4: EDI/TAG Peak Volume Performance Test

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions simultaneously. This test cycle will execute selected flow-through pre-ordering (TAG only) and resale and UNE service request test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the EDI/TAG Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-4.

<i>Sub-Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Case Reference</i>
Submit Orders in Projected Peak Volumes	Create order transaction(s)	Availability of Interface Timeliness of Response	O&P 411
	Send order in LSR format	Availability of Interface	O&P 412
	Receive acknowledgment	Availability of Interface Accuracy of Response Timeliness of Response	O&P 413
	Receive FOC or error/rejection notification	Availability of Interface Accuracy of Response Timeliness of Response	O&P 414

5.0 O&P-5: Provisioning Verification Test

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed in order to test end-to-end provisioning process on UNE Loop orders. In addition, in order to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-5.

Sub-Process	Function	Evaluation Criteria	Test Case Reference
BellSouth provisioned service	Receive design documents	Timeliness of Response Accuracy of Document(s) Availability of Document(s) Change Management Notification Structure of Document(s) Distribution of Document(s)	O&P-5-1-1
	Establish provisioning date and time	Process Validation	O&P-5-1-2
	Perform provisioning activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness of Response/Completion Provisioning Systems Integrity	O&P-5-1-3
	Perform testing activities	Provisioning Validation Provisioning Coordination Provisioning Timeliness of Response/Completion Provisioning Systems Integrity	O&P-5-1-4
	Turn up service	Provisioning Validation Provisioning Coordination Provisioning Timeliness of Response/Completion Provisioning Systems Integrity	O&P-5-1-5
<u>Receive completion notification</u>	<u>Receive completion notification transaction (See O&P-1, O&P-2)</u>	<u>Timeliness of Response</u> <u>Completeness of Data</u> <u>Accuracy of Response</u>	
	<u>Match response to order transaction and confirmation</u>	<u>Provisioning Validation</u>	
	<u>Verify timeliness of completion</u>	<u>Provisioning Timeliness of Response/Completion</u>	

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Case Reference</u>
<u>Support provisioning process</u>	<u>Perform Provisioning Activity Accurately</u>	<u>Provisioning Accuracy</u> <u>Procedural Adherence</u> <u>OS/DA Accuracy</u>	
	<u>Confirm provisioning on orders requiring coordination</u>	<u>Provisioning Coordination</u> <u>Procedural Adherence</u>	
	<u>Manage provisioning process</u>	<u>Provisioning Accuracy</u> <u>Procedural Adherence</u>	
<u>BellSouth provisioned service</u>	<u>BellSouth Provisioning Methods and Procedures</u>	<u>Procedural Adherence</u>	

6.0 O&P-6: Order Processing Systems Capacity Management Evaluation

The Order Processing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the cluster of ordering applications. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-6.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Order Processing Systems Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	O&P 6-1-1
	Data verification and analysis of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data verification and analysis	O&P 6-1-2
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	O&P 6-1-3

7.0 O&P-7: O&P Performance Results Comparison Measures Evaluation

The O&P Performance Results Comparison Measures Evaluation is a comparative analysis of O&P performance results collected by the test through test management tools and those collected by BellSouth's performance measurements system. The source results collected from O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance measurement systems, variances and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-7.

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Cross Reference</u>
<u>Percent Rejected Service Requests</u>	<u>Resale Residence</u>	<u>BLS reports are correctly disaggregated and complete.</u>	
	<u>Resale Business</u>	<u>KPMG-calculated SOM values agree with BLS-reported SOM values.</u>	
	<u>Resale Specials</u>	<u>BLS raw data are suitable for calculation and comparison purposes and are complete.</u>	
	<u>UNE</u> <u>UNE Loop with NP</u> <u>Other</u>	<u>Test data collected by KPMG agrees with BLS raw data.</u>	
<u>Reject Interval</u>	<u>Resale - Residence</u>	<u>BLS reports are correctly disaggregated and complete.</u>	
	<u>Resale - Business</u>	<u>KPMG-calculated SOM values agree with BLS-reported SOM values.</u>	
	<u>Resale - Design</u>	<u>BLS raw data are suitable for calculation and comparison purposes and are complete.</u>	
	<u>UNE Design</u> <u>UNE Non-Design</u> <u>UNE Loop with and w/o NP</u> <u>Mechanized (0-4 min., 4-8 min., 8-12 min., 12-60 min., 0-1 hr., 1-8 hrs., 8-24 hrs., >24 hrs.)</u> <u>Non-Mechanized (0-1 hr., 1-4 hrs., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., >24 hrs.)</u> <u>Average Interval in Days</u>	<u>Test data collected by KPMG agrees with BLS raw data.</u>	

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Case Reference</u>
<u>Firm Order Confirmation Timeliness</u>	<u>Resale - Residence</u> <u>Resale - Business</u> <u>Resale - Design</u> <u>UNE Design</u> <u>UNE Non-Design</u> <u>UNE Loop with and w/o NP</u> <u>Mechanized (0-15 min., 15-30 min., 30-45 min., 45-60 min., 60-90 min., 90-120 min., 120-240 min., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.)</u> <u>Non-Mechanized (0-4 hr., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., >48 hrs.)</u> <u>Average Interval in Days</u>	<u>BLS reports are correctly disaggregated and complete.</u> <u>KPMG-calculated SOM values agree with BLS-reported SOM values.</u> <u>BLS raw data are suitable for calculation and comparison purposes and are complete.</u> <u>Test data collected by KPMG agrees with BLS raw data.</u>	
<u>Speed of Answer in the Ordering Center</u>	<u>Not disaggregated</u>	<u>BLS reports are correctly disaggregated and complete.</u> <u>KPMG-calculated SOM values agree with BLS-reported SOM values.</u> <u>BLS raw data are suitable for calculation and comparison purposes and are complete.</u>	
<u>Mean Held Order Interval & Distribution Intervals</u>	<u>Circuit breakout <10</u> <u>>=10</u> <u>POTS - Residence</u> <u>POTS - Business</u> <u>Design</u> <u>UNE Design</u> <u>UNE Non-Design</u>	<u>BLS reports are correctly disaggregated and complete.</u> <u>KPMG-calculated SOM values agree with BLS-reported SOM values.</u> <u>BLS raw data are suitable for calculation and comparison purposes and are complete.</u>	
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