

Attachment 61

Date: March 04, 2002

EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the documentation and process verification review for Interface Development (PPR5).

Exception:

BellSouth fails to follow its software testing and quality processes. (PPR5).

Background:

BellSouth did not completely test code changes for Releases 10.2 and 10.3 prior to these releases going into production.

During KPMG Consulting's observation of BellSouth's 10.2 and 10.3 releases, it was noted that there were significant defects in the software when the releases were placed into the production environment. Specific defects included:

In Release 10.2:

CR 0540	LENS defect – random numbers for a specific NPA are not available on resale change orders
CR 0542	LEO to populate internal TC opt field with AY when submitted TC opt is NO
CR 0547	LMU unable to reserve specific cable and pair
CR 0548	REQTYP M LSR's auto-clarifying on MFB USOC's
CR 0556	TAG users not receiving SVC ORD, L ORD and NP ORD on FOC's intermittently
CR 0560	EDI Mercator software application map defect
CR 0570	EDI orders are receiving an invalid rejection
CR 0573	Status NA only being returned on DSL FOC
CR 0574	XDSL RESID defect for use of facilities
CR 0580	LENS users are unable to validate Address at a DPA location when issuing a C order.

In Release 10.3:

CR 0585	CFA Invalid Auto-Clarification
CR 0588 – CR 0602	Parsed CSR
CR 0610	Parsed CSR
CR 0611	Incorrect error message on auto-clarify
CR 0612	Incorrect notification for XDSL
CR 0618	RESID validation defect for migration of XDSL
CR 0620	LESOG failing to return new DD on FOC
CR 0625	OCN mis-mapping for CSR retrievals in TAG
CR 0627	Jack USOC does not appear on LENS summary and not submit to LEO
CR 0628	LENS is allowing users with expired passwords to enter system
CR 0633 – CR060639	Parsed CSR

BellSouth has identified and published 31 defect Change Requests for the 10.3 release since its January 5, 2002 implementation.

As of January 22, 2002, there was a backlog of 61 defect change requests with only 37 scheduled for the April 7, 2002 release.

BellSouth internal release documentation for the above releases makes mention of the lack of sufficient time for appropriate pre-release testing within the release schedule. While the issue was noted, there was no apparent plan to mitigate the adverse impact of reduced pre-release testing.

Impact:

BellSouth's incomplete internal software testing may affect a CLEC's ability to efficiently execute transactions with BellSouth, resulting in CLEC customer dissatisfaction.