

Exhibit EG-F
BellSouth Issues Log

BELL SOUTH TROUBLE LOG

TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0516-12:00	5/16		Rejections	Reject Message "This customer service is already denied pls send Supp 1 to cancel this PON". PON 1035	1	4/12: -Original order issued on PON GA1009. 5/15: - AT&T issued a suspension order and received a Reject Message which stated that service was denied. There is no Dial Tone on the line. 5/16: - BST Informed us that order rejected for work done on PON GA/871. However, work was not done on this line on PON GA/871. 6-13-issued order to restore service. Order completed 6-14-00. ID #5
0517-8:00	5/17	5/25	Rejections	Batch 2; Stage 1 Reject Message "TNS=4048725769 ON LNUM=00001 NOT FOUND ON EATN=4048725769 FOR ACT="	1	5/17: Spoke to James and was told AT&T used the same number for the LNUM and the EATN that should not be. 4 orders were placed with the same scenario 3 of the orders were completed but this PON was rejected. Left message on Ron Moore's voice mail at 5:30 on 5/19 5/25: Received status from Scot Ferguson stating two TNs were used (404-892-5769) & (404-872-5769) Test Manager will resend this order. 6/13 -New pon issued with correct in number (404-892-5769). Flat File contained the incorrect in for account.
0517-6:25	5/17		Rejections	Batch 4; Stage 2 Reject message "LSR HOUSE NUMBER INCORRECT" Reject on 2 PONs from GA10 - PONs GA0000000001472; 1483.	2	5/17: - Spoke to James and was told AT&T did not put the unit (suite #) information on the order. The unit # s never used on migration orders. 5/19: - Left message on Ron Moore's voice mail at 5:30. 5/22: - Received call from Scot Ferguson in response to my message to Ron Moore stating Scot stated that further investigation will be done on this issue, he went on to state that the Friendly Test folks should not call the LCSC with these issues, because BST wants to keep issues relative to the FT in a Test Group. 05-22: - Account team forwarded rejected message along with Pons GA1472 and GA1483 for discussion. BellSouth stated that Unit Name (Suite#) is required, However, these 2 orders were the only ones from the Batch of 178 orders to reject for this reason. 6/5: - Trouble ticket request e-mailed to account team for further analysis.

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TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0518-2:00 (CTD)	5/18	5/19	Rejections	MULTI-LINE ACCOUNT Batch (OTHER) Reject Message "TOS is Incorrect for your request; pls clarify" on 1 PON from GA66 - PON GA0000000001355.	1	5/18: Rcd call from Supervisor @ 5pm. Pam Moore will process the order as of 5/18 . Any additional info needed contact the Customer Support Manager. 5/19: Received another call from P. Moore stating she was unaware during previous conversation that a Service order was generated on 5/16. FOC was issued on 5/18 . 05-17: S/W LCSC Rep., Per LCSC, Disregard reject. BS rejected "TOS" in error. Reject received 5-17-00, order confirmed and completed on 5-18-00.
0518-5:00	5/18	6/2	Rejections	MULTI-LINE Batch (OTHER) Reject Message "CLEC DOES NOT OWN THIS ACCOUNT" on 1 PON from GA73 - PON GA000000001361	1	5/18: Spoke to Bobble, she was unable to assist, call was transferred to Debbie, unable to assist, call was finally transferred to Alberta Alston. This order was placed with others with identical scenario however this PON did errored out. OCN 7421 appears in LENS, The correct OCN should be 7680. We should contact Scot Ferguson. Supervisory assistance was requested. Spoke to A. Alston and was told that this order did not fall out for manual intervention the error message was generated by the system. It was suggested that AT&T resubmit the order with the correct OCN of 7680. The details of the error were sent to the OSS negotiators for further assistance. 6/2: Determination was made by the Team to issue a CLEC to CLEC migration order. Update as of 6-23-Order never issued due to additional information required on Clec to Clec migration process on how to issue the order. 6-23: Requested made through acco

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TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
CONT'D.	5/18	6/2	Rejections	MULTI-LINE Batch (OTHER) Reject Message "CLEC DOES NOT OWN THIS ACCOUNT" on 1 PON from GA73 - PON GA000000001361	1	6/2: Determination was made by the Team to issue a CLEC to CLEC migration order. Update as of 6-23-Order never issued due to additional information required on Clec to Clec migration process on how to issue the order. 6-23: Requested made through account team to Re-plot line (675) so that order can progress to next stage.
0519-4:10	5/19		Rejections	Batch 6; Stage 1 Reject Message on 20 PONs in GA6 "Invalid USOC for Basic Class of Service Format SAE 434 11 CREX7". GA00000000001131- 1150.	20	5/19: Spoke to Alberta Alston and was told this reject message was issued by the system, Alberta Alston was unable to give explanation suggested this issue be taken to Scot Ferguson. She further explained that when the system clarifies an order the LCSC escalation process is full. The spreadsheet with highlights on the error messages were sent to the OSS negotiators on Friday for discussion with Bell South. Additional assistance is required in obtaining information to clear these rejects 5-22: CREX7 is currently unavailable for the OSS 99 environment. BellSouth has issued a defect request to have this added, we currently do not have a date for implementation. 6-1: -On the weekly BellSouth Call, it was decided to re issue these orders with a different CREX Option Feature. The CREX Option 7 is scheduled for a July/2000 release.

BELL SOUTH ISSUES LOG

TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0519-4:15	5/19	6/1	Rejections	Batch 4; Stage 3 Reject Message on 90 PONs in GA10 "This TN has been disconnected; Account is final; LSR House Number; This account has been inactive since 4/3/00; TN disconnected; Final Account; Non-Working TN; Match in CSR SA and LSR House number not found" AT&T never issued an order to disconnect these lines. Supps to cancel were issued on orders successfully on 3/31. PONs 1393; 1403 - 1558	87	90 lines disconnected in error by BellSouth. AT&T never issued a disconnect on these lines. The previous scenario tested migration as specified, followed by Supp to Cancel. (Example: TN 404876-7782, 3-20-00 issued migration as specified, order rejected (pon aged off), 3-30-00 issued new pon, received positive confirmation, 3-31-00 issued Supp to cancel, 3-31-00 received positive confirmation on cancel order. Internal audit on the bills uncovered that credits were applied to lines disconnected with associated pon numbers. Update: 6-22-00; Spreadsheet sent to BellSouth with total lines of (84). Original report contained 90 lines. Other reject messages were included in this count.
0519-4:15 (CTD)	5/19	6/1	Rejections	Batch 4; Stage 3 Reject Message on 90 PONs in GA10 "This TN has been disconnected; Account is final; LSR House Number; This account has been inactive since 4/3/00; TN disconnected; Final Account; Non-Working TN; Match in CSR SA and LSR House number not found" AT&T never issued an order to disconnect these lines. Supps to cancel were issued on orders successfully on 3/31. PONs 1393; 1403 - 1558	87	5/19: Spoke to Robin she was unable to help, call was transferred to A. Alston. This reject message was issued by the system, Alberta Alston was unable to give explanations and suggested this issue be taken to Scot Ferguson. She further explained that when the system clarifies an order the LCSC escalation process is futile. The spreadsheet with highlights on the error messages were sent to the OSS negotiators on Friday for discussion with Bell South. Additional assistance is required in obtaining information to clear these rejects. 05-25 BellSouth Conference call update-BellSouth advised AT&T that when Supplements to cancels are issued, BS issues a Disconnect and Start order. Disconnects were issued in error on 90 lines in this process. On the 06-01 BellSouth Conference call, BS, Renee Stewart, offered to Re-PLOC all 800 lines, including the 90 lines disconnected in error by BS. BS requested AT&T to re-submit the 90 lines for re-mapping. Update: 6-23: Spreadsheet sent to BellSouth with (84) lines. Original request
0519-4:15 (CTD)	5/19	6/1	Rejections			6/13: Submitted line numbers to Negotiation Team to forward to BellSouth to Re-Ploc and restore lines.

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TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0519-8:15	5/19	5/19	Rejections	<p>Batch 4; Stage 3; 4 & 5</p> <p>Reject Message on PONs In GA17 & 24. - PONs 1751 - 1793</p> <p>MULTI-LINE ACCOUNTS BATCH (OTHER)</p> <p>Reject Message on PONs In GA71 - PONs 1794 - 1809</p> <p>"Call Forwarding number missing or invalid"</p> <p>AT&T needs more details on this message, because the call forwarding number is valid.</p>	30	<p>5/19:</p> <p>Spoke to Alberta Alston and was told this reject message was issued by the system. Alberta Alston was unable to give explanation suggested this issue be taken to Scot Ferguson.</p> <p>She further explained that when the system clarifies an order the LCSC escalation process is futile. 05-22 Cap Gemini Fixed Mapping. Test Mgr resubmitted new Pons, new Pons rejected for invalid format for call forwarding. 5-23 Called LCSC to clarify reject message. Informed that format used on order was incorrect (CFDA 4048768495) Issued Supps 5-24 with corrected format (CFND 4048768495 RCYC 3), Orders rejected again for missing number or invalid. 5-25, Called LCSC, was informed that system is rejecting format. Advised to resend again as (GCJ CFND 404 876-8495 RCYC 3). GA071-All Multiline orders rejected due to coding program dropping one digit in the hunting sequence. . Call Forwarding coded on Flat Files incorrectly, should have been Call Forward Busy line. KPMG corrected their records.</p>

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TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0523-1:50	5/23	5/31	Rejections	Batch 2; Stage 3 Reject Message on PONs in GA14 - PON 1873 "Line Class of service is invalid for your request" AT&T needs more details on this message, because Line class of service was not entered on the CSR.	1	5/23: Spoke to Rhonda, she was unable to assist. Call was transferred to V. Clayton, she was out of the office, her voice mail indicated she would be out of the office until 5:30. Redialed left message on Ron Moore's answering machine @ 2:30. 5:24: - Received call from Scot Ferguson in response to my message to Ron Moore. He told me I should refrain from calling the LCSC because we were operating under a different mode of operation under the Test Agreement and I should contact Jill / Kevin for details. He further informed me that I needed to catalog whatever problems we had and send in an email for the BST/AT&T Thursday calls. 5/31: Test Manager spoke to BST rep and was told PONs were rejected in error, consequently, completion notice will be issued without any actions from AT&T.
523-01:45	5/23		Rejections	Batch 2; Stage 3 Reject Message on PONs in GA14 - PON 1866 "LNUM =00001 Feature does not exist on account to disconnect" AT&T needs more details on this message, because the feature does exist on the CSR.	1	05-23: Checked CSR records and USOC (NXMMN) appears on Customer's record. Invalid reject from BellSouth. BellSouth needs to remove invalid error message.
0525-6:10	5/25		Rejections	Batch 4; Stage 4 Received Rejection Message on PONs in GA17. Message "USOC-ESC already exist on customer record" PONs 1737; 1740; 1745	3	5/25: Spoke to Cynthia and was told the USOCs ESC, NSQ, NST; NSS already exist on the records. Original date - 4-12. Verified LENS-CSR. USOCs exist only on two accounts-460 and 463 (pons 1737 & 1740). Features not found on account id 475, pon 1745. Call Return USOCs are not available in the OSS'99 Environment. 06-01 BellSouth Conference call, the team decided to re issue all orders with the reject messages "call return invalid with class of service" with another feature USOC.
0525-6:20	5/25		Rejections	New Install Orders Batch (Other) Reject Message " Call Forwarding number missing or invalid" on PONs in GA71(MULTI LINES) & GA24 (SINGLE LINES) PONs 1751-1809; 1831; 2152-2181; 2300 - 2331	86	5/25: Spoke to Cynthia but she was unable to assist with error message, Message will be left for Alberta Alston for further assistance. 6-5: GA071- Multiline account-Call forwarding invalid for this scenario, Flat File contained incorrect feature, should have been Call Forward Busy. KPMG correct Flat File coding on 6-5. Orders in Batch 3; 5, GA024 will be re-issued with another feature other than Call Forward No Answer. 6-15 Per Business Rule correct format for Call Forwarding Don't Answer is GCJ /CFND NPA NXX-XXXX/RCYC X. (Reference BellSouth's Users USOC Guide for additional instructions).

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0525-6:20 (CTD)	5/25	6/5	Rejections	New Install Orders Batch (Other) Reject Message * Call Forwarding number missing or invalid* on PONs in GA71(MULTI LINES) & GA24 (SINGLE LINES) PONs 1751-1809; 1831; 2152-2161; 2300 - 2331	86	5/25: Rep was unable to assist with error message, Message will be left for Alberta Alston for further assistance. 6-5: GA071- Multiline account-Call forwarding invalid for this scenario, Flat File contained incorrect feature, should have been Call Forward Busy. 06-05: KPMG corrected Flat File coding on 6-5. Orders in Batch 3 & 5, GA024 will be re-issued with another feature other than Call Forward No Answer.
0525-7:00	5/25	6/5	Rejections	Reject Message * NSS not valid for this basic class of service* "CLAR NSS not valid for line CLS". This feature was offered from BST. PONs 2108; 2172; 2210-2285	78	5/25: LCSC rep informed me that the call return feature "UEPRX" was not available in the OSS99 environment. We were advised to call the account team for further assistance. 5/25: The EDI files were forwarded to the negotiators. The orders are for REQTYP "M". When we spoke with the LCSC, they asked us to call our account team for further assistance. 6/5: With regard to the Call Return not being valid with UEPRX, this was referred to an Internal SME and has been determined to be working properly as of 06/02/00. A defect ticket was issued by Jill and forwarded BST on 6/5.
0526-3:30	5/26		Rejections	NEW INSTALLS BATCH 5; STAGE 1 Rejection on PONs in GA5. Message * This TN is working; This is a working TN number* These TNs were reserved by AT&T and should have been available for new installs. PONs 1111- 1128; 1771-1785	23	5/26: Spoke to Keema from the LCSC, however she was unable to assist, supervisory assistance was requested. Left message on Tracey Hudson (770-986-2158) voice mail @ 3:45. No response was received. Test Mgr.'s analysis - Orders issued 5-15-00 on Pons 1111 through 1130, with due dates of 5-19-00. Received positive acknowledgement on 5-16-00 @12:11pm, confirmation received 5-16-00 @12:45pm on Pons 1111 through 1130. Pons 1762, 1771, 1777, 1779, 1782 and 1785 were issued 05-17-00. Positive acknowledgement received Pons 1762, 1771, 1777, 1779, 1782 and 1785 on 5-18-00 @12:38pm, confirmation received 5-18-00 @2:37pm. BellSouth sent Reject notices on 5-25 @3:54pm on Pons 1111 through 1128, Pons 1762, 1771, 1777, 1779, 1782 and 1785 advising "telephone numbers are working numbers." Rejects were clarified by LCSC rep-OB x1622. 5-26-00 trouble tickets issued through the Help Desk. Warning notice received on 5-25-00 which was after the due date for Pons 1111-1128. Note also, that telephone reservations were made 5-5-00 and 5-16-00 for these new installs. These telephone numbers were within the 30 day window expiration date

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TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0526-3:30, Cont'd.	5/26		Rejections	NEW INSTALLS BATCH 5; STAGE 1 Rejection on PONs in GA5. Message " This TN is working; This is a working TN number" These TNs were reserved by AT&T and should have been available for new installs. PONs 1111- 1126; 1771-1785		Note also, that telephone reservations were made 5-5-00 and 5-16-00 for these new installs. These telephone numbers were within the 30 day window expiration date. Note: 17 orders rejected with due date of 5-19; and 6 orders rejected with the due date of 5-26. 6/15: BellSouth informed AT&T that their Telephone Reservation system was duplicating assigned telephone numbers. BellSouth requested AT&T not to use the tool until the system is corrected. Scheduled date is weekend of 6-17 and 6-18. Per BellSouth-resume using the tool on 6-19-00. BellSouth account team will notify AT&T when system is ready on 6-19-00.
0531-10:00	5/31	6/5	Rejections	Reject Message "Invalid Format for CFND" in GA27 PONs GA2332 - 2340	9	6-5: Identified that Scenario should have been coded Call Waiting & 3 way Calling. KPMG coded feature as Call forward Don't Answer (CFND) on 9 out of 32 orders. KPMG has since remove the incorrect coding from this scenario.
09-Jun	09-Jun	13-Jun	Other	Restoring 12 lines omitted from batch 1, stage 3 GA013- Restore and Expedite Service. Account Ids 5,7,25,26,27,28,29,39,45,47,48 ,49	12	6-9:-Issued Restore and Expedite orders for accounts 5,7,25 thru 29, 39,45,47,48,49. Note: Account Id 5 (404 872-4779) used as Call Forward Don't Answer in Batch 4, Stage 4, GA024 which received Non Fatal rejects on 5-22 for "Call Forwarding number missing or invalid". 5/23:-3:23 Spoke with LCSC Rep., to clarify message. Informed that format should appear as GCJ CFND 404 872-4779 RCYC 3. Change Control Defect ticket opened with BellSouth 6/5/00. 06-13: Issued Pons to Restore orders, due date 6-15-00.

BELL SOUTH ISSUES LOG

TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0613-4:20	6/13		Rejections	<p>Batch 4; Stage 2 76 PONs rejected on GA17 Error Message "LSR/PON AGED OFF" These were SUPPs to cancel because the orders were clarified on 05-23-00 by BellSouth Rep., DA. Rejected Reason: (Invalid "USOC NSS Call Return not valid for this basic class of service" A defect ticket was issued by Jill Williamson to correct the USOC issued.</p>	76	<p>06/13/2000 4:45: Spoke with LCSC Rep., Betty and was transferred to Cynthia x1614 but went into voice-mail auxil. (Pons 2432-4, 2436-2532)-Disconnected; Pon 2535 rejected for invalid ACT code.</p>
0613-4:20 (CTD)	6/13		Rejections	<p>Batch 4; Stage 2 76 PONs rejected on GA17 Error Message "LSR/PON AGED OFF" These were SUPPs to cancel because the orders were clarified on 05-23-00 by BellSouth Rep., DA. Rejected Reason: (Invalid "USOC NSS Call Return not valid for this basic class of service" A defect ticket was issued by Jill Williamson to correct the USOC issued.</p>		<p>6/13 4:45: Spoke with LCSC Rep., Betty and was transferred to Cynthia x1614 but went into voice-mail auxil. 8:13 4:55: Called back and spoke with Rep., Lora. LCSC advised Pons 2210-2285 had "Aged Off". No longer available in their system to make subsequent corrections. Per BellSouth from the time the order was clarified on 5-23-00, AT&T had 10 business days (Saturday/Sunday included in the count) to correct the orders before the orders Aged from The BellSouth ordering system. LCSC Rep., informed me to re-issue as New Pon.</p>

BELL SOUTH ISSUES LOG

TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0613-5:45	8/13		Rejections	<p>Batch 4; Stage 2</p> <p>100 PONs rejected in GA10 Error Message "TN Disconnected; This TN is a working number (Pons 2432-4, 2438-2532); Invalid ACT" (Pon 2435)</p> <p>AT&T did not issue any disconnect orders. These were migration with orders.</p>	100	<p>8/13:</p> <p>S/W Lora, BellSouth Rep. Lora referred me to LCSC Rep., D. Aarons for assistance on the rejected pons "Account disconnected".</p>
06/07/2000	8/7		Mis-Provisioning	<p>18 lines with no dial tones; 2, 144,147,149,151,174,221,222, 229,236,241,256,315,670,672, 677,693,695.</p>		<p>18 lines reported with no Dial Tones as of 6-12-00. 6-19-00, five lines (404 724-0854 Id 241, 404 872-6456 Id 315, 404 874-7668 Id 670, 404 607-7052 Id 672, 404 881-9758 Id 692) were reported with no Dial Tones. 6-21-00 trouble tickets issued on all five. 6-22-00 all five lines were restored with Dial Tones. As of 6-23-00 all 18 lines have Dial Tones.</p>
0629-8:30	8/27		Rejections	<p>This account has been final effective 3-20-00. Pons 3337-3349, GA044, Batch 1.</p>	13	<p>6-29: Pons 3337-3349, Called Repair, s/w Technician-Jeana. Lines are disconnected per rejected message from BellSouth. Was informed that Lines some lines are "Quick Service Accounts only having access to 911 and 611 and that I should call the LCSC for further assistance. Pons 3337-3349, GA044.</p> <p>6-29 @ 6:10-Called LCSC. S/W Shepard, rep. and was informed lines have been disconnected and AT&T can no longer use them. Cannot port a Quick Service Number Will advise account team of problem with these 13 lines. Note: 6-27: dial tone only found on one account-39. 6-29 @ 6:15 called LCSC and S/W D. Aarons.</p>

BELL SOUTH ISSUES LOG

TICKET ID	OPEN DATE	CLOSED DATE	TROUBLE CODE	DESCRIPTION OF ISSUE	PON COUNT	COMMENTS / DETAILS ON ISSUE
0629-8:30, Cont'd.	6/27		Rejections	This account has been final effective 3-20-00. Pons 3337-3349, GA044, Batch 1.		Verified that on 3-14-00, AT&T issued Migrated as Specified orders. Orders completed 3-20-00 and if appears disconnect orders were issued that same day 3-20-00. However, subsequent orders have been issued since that time: 4-11-00 suspend issued and completed 4-13-00 batch 1, stage 2; 5-15-00 restore order issued and completed 5-15-00 batch 1, stage 3; 5-19-00 Change listing order issued batch 1, stage 4 completed 5-23-00; 5-24-00 Issued orders adding features batch 1, stage 5; 6-15-00 issued disconnect account followed with supp to cancel on 6-16-00. Supp was confirmed that same day 6-16-00. 6-22-00 issued in batch 1, stage 7, GA044 order to add CREX option 3 Blocking and received rejected message on 6-24-00 that "This account has been final Effective 3-20-00". Issued trouble ticket. Referring to Account team for analysis.
			Rejections (AT&T)	The ATN Should be the New BTN. Multiline Accounts, Pons 3384-3387.	4	Reviewing EDI files .
			Rejections (AT&T)	This Account is already non-published.	12	Reviewing LENS CSR records and EDI Files.

Exhibit EG-G
GA1000 Exceptions 5/15/00-7/18/00

GA1000 Exceptions
5/15/00 - 7/18/00

Exception	Description	Results	Date Opened	Date Closed
Invalid Reject CREX7 - Blocking of International Calls	AT&T issued UNE-P orders with CREX7 and all of the orders were rejected. AT&T issued a defect request. BellSouth response was that it was not a defect, but a feature change. The feature change was scheduled to be implemented on 7/19.	BellSouth's documentation incorrectly identified CREX7 as an available USOC for international blocking. BellSouth provided AT&T with a corrected USOC job-aid on 8/10/00. BellSouth will update the guide on the Web at a later date.	6/1/00	8/10/00
Invalid Reject Call Return invalid with class of service USOC UEPRX.	AT&T issued UNE-P orders adding the Call Return feature and all of the orders were rejected. AT&T issued a defect request through Change Control.	BellSouth corrected the defect on 6/5.	5/25/00	6/5/00
Invalid Disconnects	AT&T issued orders to migrate a large group of lines and received a reject message back on 84 of the accounts stating that the account had been disconnected. AT&T had not issued any orders to disconnect the line.	BellSouth had a problem that occurred in its system to port/loop combination orders. This problem occurred when a migration order was submitted and a subsequent order to cancel the initial order was submitted - the "N" order was canceled, but the associated "D" order was not canceled. BellSouth restored the 90 accounts disconnected in error to their original retail status.		6/17/00
Delays in Responses	On several occasions, AT&T has experienced delays in receiving FOCs, rejects, clarifications, and completion notices from BellSouth.	<i>BellSouth has identified the following systems problems that contributed to the delays</i>		
		On May 16th an incorrect change in permissions to a file critical for order generation occurred. The problem was detected and corrected within 3 hours, however, processing of 842 LSRs for 100 CLECs was backlogged. The backlog was not cleared completely until May 18th.		

6A1000 Exceptions
5/15/00 - 7/18/00

Exception	Description	Results	Date Opened	Date Closed
		On June 15 BellSouth successfully isolated CLEC transactions from those of other trading partners. This action should prevent activity from other trading partners from interfering with CLEC activity.		
Delays in Responses - cont'd.		Between June 12th and June 30th EDI experienced numerous small delays associated with the migration of CLEC transactions to a separate processing site. This migration was undertaken to insure that the processing of CLEC transactions would not interfere with that of other trading partners, and vice versa.		
		On July 25th EDI transmission was delayed approximately 2 hours due to an administrative error. AT&T experienced delays with several LSRs. BellSouth revised administrative procedures to prevent reoccurrence.		
		On June 22nd and June 23rd EDI experienced major delays associated with adjustments to the new processing site for CLEC transactions. Memory between the new CLEC processing site and the transmission site was expanded.		
TN Reservation Defect	AT&T reserved a group of telephone numbers and sent orders for new service, but the orders were rejected in error.	A problem was detected with telephone number reservation requests processed via the LENS Pre-Order Mode. The problem was resolved in the June 17th software release.	5/26/00	6/17/00

GA1000 Exceptions
5/15/00 - 7/18/00

Exception	Description	Results	Date Opened	Date Closed
Percent Flow-through discrepancy	Based on BellSouth's documentation, AT&T's results show that 8% of it's orders were designed to fall out for manual handling. BellSouth's results show that 39% of AT&T's orders did not flow-through.	Comparison of AT&T's and BellSouth's results indicated a 31% (1500) deficiency in flow-through. Of the 31%, BellSouth has determined that 63% (951) fell out due to its systems issues. AT&T and BellSouth are reviewing the remaining 547 orders to identify the reasons the orders did not flow-through.	8/1/00	
Mis-provisioned Orders	Once orders have been "completed", AT&T tests the line to ensure the order was completed correctly. AT&T has experienced problems with no dial-tone, incorrect features and incorrect PIC/LPIC.	In late June, BellSouth advised AT&T that its repair calls should not go to the UNE Center, but should be referred to the BRMC. Because of this, BellSouth could not perform a root-cause on the mis-provisioned orders prior to late June. AT&T provided a current list of mis-provisioned orders to BellSouth on August 3.	8/3/00	
Late/Missing Completion Notices	Between 6/15 and 7/19, AT&T did not receive completion notices on 157 of its orders. AT&T provided the list of orders to BellSouth for a root-cause analysis.		7/14/00	
Invalid Disconnects	AT&T again found that approximately 54 of its accounts had been disconnected in error. AT&T submitted the list of accounts and historical order activity to BellSouth on August 9th.	Response due from BST originally targeted for August 11th, revised for August 18th.	8/9/00	

6A1000 Exceptions
5/15/00 - 7/18/00

Exception	Description	Results	Date Opened	Date Closed
Missing Acknowledgements	On July 14, AT&T sent a batch of orders for which it did not receive acknowledgements.	The way in which BellSouth has its systems set up allows files to overwrite other files that come in within the same minute. AT&T sent files from two separate gateways that reached BellSouth within the same minute, thus causing the overwrite. AT&T and BellSouth held a conference call with its SMEs to determine what needed to be done to prevent this in the future. BST response targeted for August 8th, revised for August 11th.	7/24/00	
Missing ADUF Records	AT&T has discovered numerous issues with the ADUF files. Results are as follows: 1) Accurate test calls - 18% 2) Local calls recorded accurately - 0% 3) LD calls recorded accurately - 0% 4) 800 calls recorded accurately - 55% 5) 900 calls recorded accurately - 15% 6) Dial Around calls recorded accurately - 0%	BellSouth is evaluating AT&T's results.	8/9/00	

Exhibit EG-H
Issues from ATT-6/20/00
BST Response-6/28/00

GA 1000
 Issues from ATT - 6/20/00
 BBT Response-6/28/00

Item	Issue	PONS	PON Count	Workcenter		GA1000 Team		Status	BellSouth Response
				Date Opened	Date Closed	Date Opened	Date Closed		
1	Late Completion Notices	1111-1127; 1352-1354;	19	5/22/00	6/7/00	5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	6/28/00 PON 1111 Clarification was sent 5/25 at 14:38 EDT; Cancellation occurred on 6/10/00 at 2:02 EDT. PONS 1112-1119 Clarification was sent 5/25 at 14:56 EDT; Cancellation occurred on 6/10/00 at 2:02 EDT. 6/21/00 Completions for PONS 1111-1127 were delayed because the due date was changed due to "already working" status on the reserved telephone number. A LENS defect was discovered and corrected in the 6/17 release. 6/21/00 Completions for PONS 1362-1354 were late because the orders were manually handled due to the billing indicator. As a result of the manual handling the due date was changed from 5/18 to 5/26/00. This delay is also due to a residential service being installed at a business address. Closed
2	Late Confirmation Notices	1386; 1413-1556; 1383; 1351-1356;	317	5/17/00	5/22/00	5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	6/21/00 Late Confirmations or Clarifications were received on these PONS due to a system problem at BBT on 5/18 which caused a backlog of orders which was not entirely cleared until 5/18. Closed
3		1382-1391; 1689; 1691;		5/18/00	6/7/00	5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	6/21/00 Late Confirmations or Clarifications were received on these PONS due to a system problem at BBT on 5/18 which caused a backlog of orders which was not entirely cleared until 5/18. Closed
4		1893-1981; 2036-2056;		5/22/00	6/7/00	5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	6/28/00 PONS 1893 FOC sent on 5/22 at 19:21. CP Notice sent 5/25 at 18:15 PON 1894 FOC sent on 5/22 at 18:08. CP Notice sent 5/26 at 18:39. PON 1895 FOC sent 6/22 at 15:08. CP Notice sent 5/25 at 18:15. 6/21/00 Late Confirmations were caused by manual review of these requests as orders were already pending on the accounts. The practice is to have all the orders manually reviewed. Once the representative gave clearance for the request to be worked an FOC was generated. Closed
5		2061-2151;		5/23/00		5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	Late confirmations were caused by errors which prevented electronic flow through (for example: SOC's errors). Orders were sent for manual handling. Closed

GA 100. .1
 Issues from ATT - 6/20/00
 BST Response-6/28/00

6		2332-2340;		5/25/00	6/7/00	5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	6/28/00 PON 2332 Clarification was sent 5/25 for invalid CFND format at 17:15 PON 2333 Clarification was sent 5/25 for invalid CFND format at 17:15 PON 2334 Clarification was sent 5/25 for invalid CFND format at 17:15 6/21/00 LSRs were clarified to AT&T on 5/25. No response by AT&T. The LSRs were cancelled on 6/10 due to no response from AT&T. All the orders followed the same pattern on or about the same dates.
7		2341; 2343; 2370-2396; 2401		6/2/00		5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	Orders fell in to one of two categories: Orders had errors which caused manual handling. Orders were issued and completed on or about 6/02. The FOC was generated on or about 6/02. Orders were submitted and clarified to AT&T. AT&T submitted a Supp on a non-existent order which caused manual intervention. The orders were issued and FOCs generated on or about 6/08. The orders completed on or about 6/09.
8	Not all of the orders are flowing through BellSouth's systems without manual intervention.	N/A				5/5/00		BellSouth stated that the list of flow-through order type has been posted to the Interconnection Website. AT&T advised BellSouth that the only changes to BellSouth's documentation related to EDI Issue 7.0, not OSS'99 (Issue 9.0). BellSouth agreed to take this issue back and provide AT&T a breakdown of flow-through and non-flow-through order types.	6/28/00 List relative to port/loop combination is not ready. 6/21/00 The Issue 9 Flow Through List will be posted to the Interconnection website on 6/30 per Change Control. This request was made during a discussion with the GA PSC.

GA 10. 1a1
 Issues from ATT - 6/20/00
 BST Response-6/28/00

9	PON Tracking	N/A				5/5/00			<p>AT&T suggested that BellSouth build on its CSOTS system and allow CLECs to track orders from the time they enter BellSouth's gateway until the time the order is complete. BellSouth agreed to further investigate the concept and asked that AT&T submit a Change Request. AT&T agreed.</p> <p>6/21/00 Removed from this list. This request is being process via Change Control. This request was made during a discussion with the GA PSC.</p>
10	Trouble Tickets/Help Desk	N/A				5/5/00			<p>BellSouth acknowledged AT&T's concerns with the current "Help Desk" process and agreed that the current process was unwieldy. Linda stated that she might be able to leverage the help desk that would be set up in conjunction with the Test Environment, but would need to socialize the idea with her operations team. Linda committed to provide feedback on her efforts within two weeks. As an interim step, Jill and Sandra will detail and document the current process and provide "training" to the team. A draft of the interim process will be completed within the next two weeks.</p> <p>6/21/00 Removed from this list. This request is being process via Change Control. This request was made during a discussion with the GA PSC.</p>

GA 101 al
 Issues from AT&T - 6/20/00
 BST Response-6/28/00

11	EDI Test Environment	N/A				5/5/00		BellSouth advised AT&T that it had ordered the equipment to build an EDI Test Environment, but pointed out that the delivery of the equipment would be delayed based on a backlog by their supplier. AT&T asked for a target implementation date. BellSouth committed to provide a target date to AT&T within the next two weeks.	This request is being process via Change Control. This request was made during a discussion with the GA PSC.
12	Mis-Provisioning TN cannot be found on DMARC in telco room.	1126; 1129; 1130; 1757; 1786	5	5/26/00	5/31/00	5/26/00		AT&T needs information from BellSouth on how to find the circuit in a multi-tenant location if no information is given on its location.	this problem was discussed during the GA 1000 conference call on 5/25. The problem results from having residential service installed in a business address. AT&T will add jack to order. BST installation will tag these lines as they would at a residence.
13	Features incorrectly provisioned - Caller ID should have been added and hunting removed.	2123-2129	7	5/28/00		5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	These accounts were denied and restored with no other activity. Need PON number on change request. PON 2123 Tel # 404 874-1550 submitted 5/22 at 14:00 Reqlype MB Activity type B. FOC sent 5/22 at 17:11. If activity type B, which means restore full account or restore denied account, then LNA prohibited. No LNA entry found on PON. CN sent at 17:31. Same scenario found on PON 2124.
14	Call Waiting does not work.	1153	1	5/19/00	5/23/00	5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	JB reqlyp - record order issued no physical work involved. FOC and CN sent. PON 1152 was a JB reqlype, which is for directory listings only, R activity type. FOC and completion notice sent. CSR records indicate that ESX added on 2/28/00, date account migrated to UNE combo. Should be reported to the BRMC.
15	Caller ID Deluxe does not work.	1175	1	5/19/00	5/22/00	5/26/00		AT&T waiting on written root-cause analysis from BellSouth.	JB reqlyp - record order issued no physical work involved. FOC and CN sent. Same scenario as item 14.

GA 10. al
 Issues from A : - 6/20/00
 BST Response-6/28/00

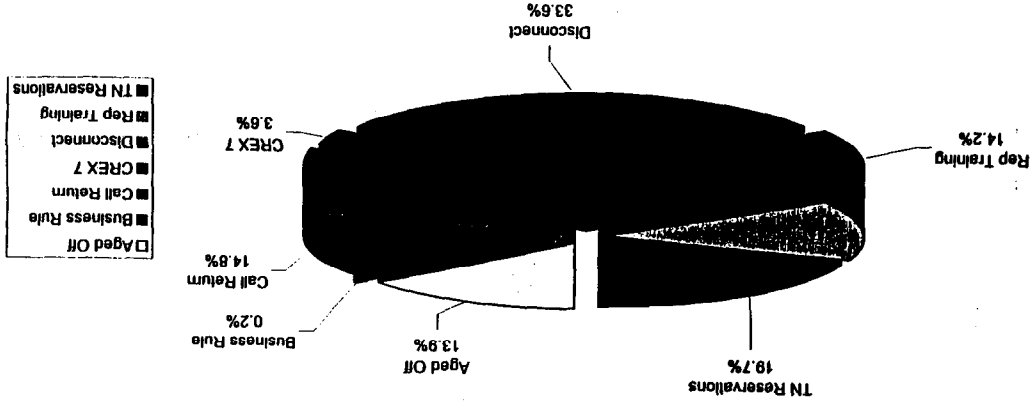
16	No dialtone	1399; 2184	2	6/1/00			AT&T waiting on written root-cause analysis from BellSouth.	Req type MB (migration as is)activity type V - D&N issued completed 5/22. # rings. should be reported to repair (404876-4590). PON 2184 - 404 881-1140 issued for PIC change. Both lines should be reported to repair. Interim documented process provided to at&t on 6/22. Final document forthcoming.	
17	Block 3rd Party billing has not been removed.	1810	1	6/1/00			AT&T waiting on written root-cause analysis from BellSouth.	No lbe on records. Should be referred to repair. Interim documented process provided to at&t on 6/22. Final document forthcoming.	
18	Caller ID Deluxe is not deleted.	1884; 1832	2	6/1/00			AT&T waiting on written root-cause analysis from BellSouth.	PON issued to removed, no longer on records. Needs to be referred to repair 404 876-8914 & 404 724-9251 Should be referred to repair. Interim documented process provided to at&t on 6/22. Final document forthcoming.	
19	Listing should be non-pub, but it is not.		1	6/1/00	6/2/00		Listing corrected; AT&T waiting on written root-cause analysis from BellSouth.	No PON # to verify	
20	MCI PIC ordered, but not provisioned. PIC is AT&T.	2188	1	6/1/00			AT&T waiting on written root-cause analysis from BellSouth.	Records never changed. Contact LCSC.	
Rejections									
21	Invalid USOC for Basic Class of Service Format. SAE 434 II CREX7/TN. (non-fatal)	1131-1150	20	5/19/00		5/22/00	BellSouth confirmed defect and release date of 7/8/00.	Handled by Change Control.	
22	Number NPA-NXX-XXXX Account is Final. (non-fatal)	1361; 1382-1390; 1393; 1398; 1403; 1404; 1406-1556; 1556; 1689-1691	67	5/19/00	6/1/00	5/25/00	AT&T waiting on written root-cause analysis from BellSouth.	Accounts were disconnected in error. BellSouth to restore accounts. Defect was discovered and resolved in 6/17 release.	
23	LSR House Number Incorrect (non-fatal)	1428-1429	2	5/17/00		5/25/00	AT&T waiting on written root-cause analysis from BellSouth.	Accounts were disconnected in error. BellSouth to restore accounts.	
24	Call Return Invalid with class of service USOC UEPRX.	2210-2285	78	5/25/00	6/5/00	5/25/00	Change Control Defect issued 6/5/00; Fix was released 6/2.	Handled by Change Control.	
25	Call Forwarding Number missing or Invalid (non-fatal).	1751-1809; 1831; 2152-2161; 2300-2331	88	5/25/00		5/25/00	AT&T formatting error. Will be corrected and resent.	NA	

GA 10. al
 Issues from A11 - 6/20/00
 BST Response-6/28/00

26	This TN is working; This is a working number.	1111-1128; 1771-1785	23	5/26/00		5/26/00	BellSouth acknowledged a defect in LENS and put in correction on 6/18/00. AT&T waiting on written root cause analysis from BellSouth.	Corrected in 6/17 release.
27	Maintenance - Missing Dialtone	N/A	16			6/15/00	On 6/12/00, the following TNs had no dial-tone: 404-881-8513; 404-873-0442; 404-874-6938; 404-878-6675; 404-878-3155; 404-892-2054; 404-607-8417; 404-607-8374; 404-872-4174; 404-897-1967; 404-724-0854; 404-874-7871; 404-872-6548; 404-874-5488; 404-881-9758; 404-878 9846. One 6/15/00, the following TNs still had no dial-tone: 404-724-0854; 404-872-8546.	No repair ticket issued.
28	ADUF Records - No UNE P code is being populated on the ADUF record. No NECA is being populated on the ADUF file.	N/A						Under investigation.
29	BellSouth Net charges billed in error.	2168	1					NA to trial.
30	No electronic bill.	N/A					BellSouth committed to deliver electronic bill for 7/28/00 bill cycle.	In process

Exhibit EG-I
Invalid Rejects by Reject Type

Invalid Rejects by Reject Type



Query: MWC_HLP_DAILY_PONS_ATTACHED_TO_TICKET_TYPE
Filename: GA_Invalid Rejects

Exhibit EG-J
BellSouth's Performance during Phase III

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

Meeting performance standard as defined based on results to date (1)
Not meeting performance standard as defined based on results to date
N/A Information not available for calculation
Unshaded Standards represent official state Carrier to Carrier metrics

Georgia

Sub-Metric ID	State	Carrier	Description	Standard	Value	Definition/Calculations
PO	GA	All	Pre-Ordering OSS Metrics	No Standard		
OR	GA	All	Order Acknowledgment Response Time	No Standard		Average response time from receipt of a valid order to the distribution of an acknowledgement Calculation: $\text{Sum}(\text{Date and time of acknowledgement}) - (\text{Date and time of service request receipt}) / \text{Total number of acknowledgements received}$
OR	GA	All	Order Acknowledgment Response Time (15 min)	75%		Percentage of acknowledgements received within 15 minutes of the order submitted. Calculation: $(\# \text{ of acknowledgements received within 15 minutes of order submission}) / \text{Total number of orders submitted} * 100$
OR	GA	All	Order Acknowledgment Response Time (90 min)	100%		Percentage of acknowledgements received within 90 minutes of the order submitted. Calculation: $(\# \text{ of acknowledgements received within 90 minutes of order submission}) / \text{Total number of orders submitted} * 100$
OR	GA	All	Order Acknowledgment Response Time (4 hours)	100%		Percentage of orders that received an acknowledgement. Calculation: $(\# \text{ of acknowledgements received}) / \text{Total number of service requests submitted} * 100$
BST-GA-OR-1	GA	All	Firm Order Confirmation Average Response Time	No Standard	201	Average response time measured in minutes from receipt of a valid LSR to the distribution of a firm order confirmation (FOC) Calculation: $\text{Sum}(\text{Date and time of FOC}) - (\text{Date and time of service request receipt}) / \text{Total number of service requests confirmed in the reporting period}$
BST-GA-OR-1	GA	All	Order Confirmation Response Time (4 hours)	100%		Percentage of orders "eligible to flow through" that receive a confirmation within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a confirmation within 4 hours of order submission}) / \text{Total \# of confirmations received}$
BST-GA-OR-1	GA	All	Order Confirmation Response Time (48 hours)	100%		Percentage of orders "not eligible to flow through" that receive a confirmation within 48 hours of order submission. Calculation: $(\# \text{ of orders not eligible to flow through that receive a confirmation within 48 hours of order submission}) / \text{Total \# of confirmations received}$
BST-GA-OR-2	GA	All	Rejection Average Response Time	No Standard	405	Average time elapsed measured in minutes from the receipt of an LSR to the distribution of a reject. Calculation: $\text{Sum}(\text{Date and time of service request rejection}) - (\text{Date and time of service request receipt}) / \text{Total number of service requests rejected in the reporting period}$
BST-GA-OR-2	GA	All	Order Rejection Response Time (4 hours)	100%		Percentage of orders "eligible to flow through" that receive a rejection within 4 hours of order submission. Calculation: $(\# \text{ of orders eligible to flow through that receive a rejection within 4 hours of order submission}) / \text{Total \# of rejections received}$
BST-GA-OR-2	GA	All	Order Rejection Response Time (48 hours)	100%		Percentage of orders "not eligible to flow through" that receive a rejection within 48 hours of order submission. Calculation: $(\# \text{ of orders not eligible to flow through that receive a rejection within 48 hours of order submission}) / \text{Total \# of rejections received}$
BST-GA-OR-3	GA	All	% Rejected Service Requests	No Standard	10.69%	Percentage of LSRs received which are rejected due to error or omission. Calculation: $(\text{Total \# of rejected service requests}) / \text{Total \# of service requests received} * 100$ (for a monthly period)
BST-GA-OR-3	GA	All	Order Rejection Response Time (erroneous)	100%		Percentage of LSRs received which are erroneously rejected by the LEC (spurious rejections) Calculation: $(\text{Total \# of orders erroneously rejected by the LEC (spurious rejections)}) / \text{Total \# of service requests received} * 100$ (for a monthly period)

* Metric contractually agreed upon by AT&T and BellSouth
 Table: OOS_Metrics

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

	Meeting performance standard as defined based on results to date (1)
	Not meeting performance standard as defined based on results to date
N/A	Information not available for calculation
	Unshaded Standards represent official state Carrier to Carrier metrics

Georgia

Metric	Description	Standard	2001-02/27/2001	Definitions/Calculations
BST-GA-OR-4	% Flow Through Service Requests - Eligible to Flow Through Scenarios	No Standard	88.82%	Percentage of orders that have been provisioned through the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention, calculated for each CLEC. Calculation: (Total # of valid LSRs that are eligible to flow through to BST OSS/Total # of valid LSRs delivered to the BST OSS)*100
				Percentage of orders receiving either a confirmation or an error. Calculation: (Total # of orders receiving either a confirmation or an error/Total # of service requests submitted)*100
				Percentage of orders receiving both a confirmation and an error on the same PON/VER. Calculation: (Total # of orders receiving both a confirmation and an error/Total # of service requests submitted)*100
BST-GA-PR-1	Average Completion Interval (OCI)	No Standard	3.35	Average time elapsed between the order issue date and the order completion date. Calculation: Sum((Field Completion Date)-(Order Issue Date)/Total # of orders completed in the reporting period)
BST-GA-PR-2	% Missed Installation Appointments	No Standard	4.48%	Percentage of orders where BST misses the committed installation due date. Calculation: (# of orders not completed by the committed due date/# of orders completed)*100
BST-GA-PR-3	Average Jeopardy Notice Interval	No Standard	No Observations	Average advance notice that BST provides a CLEC when it knows that an order will not be provisioned by its committed due date. Calculation: Sum((Date and time of scheduled due date on service order)-(Date and time of jeopardy notice)/Total number of orders given a jeopardy notice)
BST-GA-PR-4	% of Orders Given Jeopardy Notice	No Standard	No Observations	Percentage of orders given a jeopardy notice. Calculation: Total number of orders given a jeopardy notice/Total number of orders committed (due)
BST-GA-PR-5	Average Completion Notice Interval	No Standard	2.89	Average time (in hours) elapsed between the BST reported completion of the work and the issuance of a valid completion notice to the CLEC. Calculation: Sum((Date and time of notice of completion)-(Date and time of work completion)/Total # of orders completed in the reporting period)
BST-GA-PR-6	Service Order Accuracy			Percentage of completed orders that were provisioned correctly. Calculation: (# of orders that were completed without errors/# of orders completed)*100
				Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date. Calculation: (Total # of "eligible to complete" orders provisioned by the LEC committed due date/Total # of "eligible to complete" orders)*100
				Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date. Calculation: (Total # of "eligible to complete" orders provisioned by the customer desired due date/Total # of "eligible to complete" orders)*100
				Percentage of "eligible to complete" orders that have received a Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders receiving a CN/Total # of "eligible to complete" orders)*100
				Percentage of "eligible to complete" orders that have not received Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders not receiving a CN/Total # of "eligible to complete" orders)*100

* Metric contractually agreed upon by AT&T and BellSouth
 Table: OOS_Metrics

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

	Meeting performance standard as defined based on results to date (1)
	Not meeting performance standard as defined based on results to date
N/A	Information not available for calculation
	Unshaded Standards represent official state Carrier to Carrier metrics

Georgia

Metric	Description	Standard	Value	Definitions/Calculations
BST-GA-MR-0	Order Completion Notice	No Standard	02/27/2001	Percentage of orders that have received a Completion Notice (CN) by noon the day following the field provisioning date. Calculation: (Total # of orders receiving a CN by noon the day following the field provisioning date/Total # of provisioned orders)*100
BST-GA-MR-1	Missed Repair Appointments	No Standard	No Observations	Percentage of trouble reports not cleared by the committed date and time. Calculation: (# of trouble reports not cleared by the committed due date/# of trouble reports closed in the reporting period)*100
BST-GA-MR-2	Maintenance Average Duration	No Standard	3.45	Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Calculation: Sum[(Date and time of service restoration)-(Date and time trouble ticket was opened)]/Total # of closed trouble tickets in the reporting period
BT	Billing			% Records Expected (from FT Call Logs) which arrive within 7 calendar days THRU DEC 31
BT	Billing			% Records Expected (from FT Call Logs) vs. those received from Bell South THRU DECEMBER 31 RESULTS ARE 80% BUT NEED FURTHER REVIEW
BT	Billing			% Records Expected and Received (from Metric 1) which are error free THRU DECEMBER 11
BT	Billing			% Total ODUF records which are not AT&T customer records THRU DECEMBER 31
BT	Billing			% Records Expected (from FT Call Logs) which arrive within 7 calendar days THRU 12/31
BT	Billing			% Records Expected (from FT Call Logs) vs. those received from Bell South THRU 12/31
BT	Billing			% Records Expected and Received (from Metric 1) which are error free THRU 12/31

AT&T Friendly Test - Consumer Metrics
Georgia Sub-Metrics Specifics

	Meeting performance standard as defined based on results to date (1)
	Not meeting performance standard as defined based on results to date
N/A	Information not available for calculation
	Unshaded Standards represent official state Carrier to Carrier metrics

Georgia

Metric	Description	Standard	02/27/2001	Definitions/Calculations
AT&T 02/27/01	% Total ADUP records which are not AT&T customer records	0%		% Total ADUP records which are not AT&T customer records
AT&T 02/27/01			N/A	
AT&T 02/27/01		0.00%		
AT&T 02/27/01			N/A	
AT&T 02/27/01	Percentage determination if UNE-P mechanized bill was received within 10 calendar days of the monthly bill date (28th). (# Mechanized Bills received on-time)/(# Mechanized Bills received) OCT/NOV bills were re-transmitted due to errors on BST side DEC BILL RECEIVED ON TIME			Percentage determination if UNE-P mechanized bill was received within 10 calendar days of the monthly bill date (28th). (# Mechanized Bills received on-time)/(# Bills received)
AT&T 02/27/01	Percentage determination if UNE-P paper bill was received within 10 calendar days of the monthly bill date (28th) (# Bills received on-time)/(# Bills received)		N/A	Percentage determination if UNE-P paper bill was received within 10 calendar days of the monthly bill date (28th) (# Bills received on-time)/(# Bills received)
AT&T 02/27/01	Percentage of mechanized UNE-P bills received without errors. Accurate bills are those mechanized bills which pass AT&T's validation and process the first time. JULY-TH ERRS, AUG-SEPT-OCT-NOV HAD DATE/TIME/LEN ERRORS and had to be RE-SENT by BST. Calculation: (# of mechanized UNE-P bills received without errors)/(# of mechanized UNE-P bills received, processed)		DECEMBER AVA 2/28	Percentage of mechanized UNE-P bills received without errors. Accurate bills are those mechanized bills which pass AT&T's validation and process the first time. JULY-TH ERRS, AUG-SEPT-OCT-NOV HAD DATE/TIME/LEN ERRORS and had to be RE-SENT by BST. Calculation: (# of mechanized UNE-P bills received without errors)/(# of mechanized UNE-P bills received, processed)
AT&T 02/27/01	Percentage of billed TNs without account errors. Calculation: (# of UNE-P accounts not billed in error)/(# of UNE-P accounts billed this month)		DECEMBER AVA 2/28	Percentage of billed TNs without account errors. Calculation: (# of UNE-P accounts not billed in error)/(# of UNE-P accounts billed this month)
AT&T 02/27/01	Percentage of paper UNE-P bills received without errors. Calculation: (# of paper UNE-P bills received without errors)/(# of paper UNE-P bills received, processed)		N/A	Percentage of paper UNE-P bills received without errors. Calculation: (# of paper UNE-P bills received without errors)/(# of paper UNE-P bills received, processed)

* Metric contractually agreed upon by AT&T and BellSouth
 Table: DOS_Metrics

Exhibit EG-K
BellSouth's Phase III data

**GA 1000 Trial Interim Results
Reported by AT&T and BellSouth**

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
PO	Pre-Ordering OSS				
	No Pre-Ordering OSS Metrics				
OR	Ordering				
ATT-GA-OR-1	Average Acknowledgement Response Time	<= 15 min	14.70	15.62	Average response time from receipt of a valid order to the distribution of an acknowledgement Calculation: Sum[(Date and time of acknowledgement) - (Date and time of service request receipt)]/Total number of acknowledgements received
ATT-GA-OR-2-1	% of Orders Acknowledged On Time (15 minutes)	>= 95%	87.66%	84.90	Percentage of acknowledgements received within 15 minutes of the order submitted. Calculation: (# of acknowledgements received within 15 minutes of order submission/Total number of orders submitted)*100
ATT-GA-OR-2-2	% of Orders Acknowledged On Time (90 minutes) *	>= 75%	99.72%	99.80%	Percentage of acknowledgements received within 90 minutes of the order submitted. Calculation: (# of acknowledgements received within 90 minutes of order submission/Total number of orders submitted)*100
ATT-GA-OR-3	Order Acknowledgement Completeness	100%	100%	100%	Percentage of orders that received an acknowledgement. Calculation: (# of acknowledgements received/Total number of service requests submitted)*100
BST-GA-OR-1	Firm Order Confirmation Average Response Time	No Standard	3.43 hrs	12.98 hrs	Average response time measured in hours from receipt of a valid LSR to the distribution of a firm order confirmation (FOC)

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
					<p>Calculation: $\text{Sum}[(\text{Date and time of FOC}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests confirmed in the reporting period}$</p>
ATT-GA-OR-6	Order Confirmation Timeliness - Flow Through (4 hours)	> = 95%	78.45%	N/R ⁵	<p>Percentage of orders "eligible to flow through" that receive a confirmation within 4 hours of order submission.</p> <p>Calculation: $(\# \text{ of orders eligible to flow through that receive a confirmation within 4 hours of order submission}) / (\text{Total \# of confirmations received})$</p>
ATT-GA-OR-7	Order Confirmation Timeliness - Non Flow Through (48 hours)	> = 95%	91.22%	N/R ⁵	<p>Percentage of orders "not eligible to flow through" that receive a confirmation within 48 hours of order submission.</p> <p>Calculation: $(\# \text{ of orders not eligible to flow through that receive a confirmation within 48 hours of order submission}) / (\text{Total \# of confirmations received})$</p>
BST-GA-OR-2	Rejection Average Response Time	No Standard	6.83 hrs	24.61hrs	<p>Average time elapsed measured in hours from the receipt of an LSR to the distribution of a reject.</p> <p>Calculation: $\text{Sum}[(\text{Date and time of service request rejection}) - (\text{Date and time of service request receipt})] / \text{Total number of service requests rejected in the reporting period}$</p>
ATT-GA-OR-8	Order Rejection Timeliness - Flow Through (4 hours)	> = 95%	60.11%	N/R ⁵	<p>Percentage of orders "eligible to flow through" that receive a rejection within 4 hours of order submission.</p> <p>Calculation: $(\# \text{ of orders eligible to flow through that receive a rejection within 4 hours of order submission}) / (\text{Total \# of rejections received})$</p>

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
ATT-GA-OR-9	Order Rejection Timeliness - Non Flow Through (48 hours)	> = 95%	98.90%	N/R ⁵	Percentage of orders "not eligible to flow through" that receive a rejection within 48 hours of order submission. Calculation: (# of orders not eligible to flow through that receive a rejection within 48 hours of order submission)/(Total # of rejections received)
BST-GA-OR-3	% Rejected Service Requests	No Standard	11.07%	10.82%	Percentage of LSRs received which are rejected due to error or omission. Calculation: (Total # of rejected service requests/Total # of service requests received)*100 (for a monthly period)
ATT-GA-OR-10	% Service Requests Rejected In Error	< = 1%	64.71%	N/R ⁵	Percentage of LSRs received which are erroneously rejected by the LEC (spurious rejections). Calculation: (Total # of orders erroneously rejected by the LEC (spurious rejections)/Total # of service requests received)*100 (for a monthly period)
BST-GA-OR-4	% Flow Through Service Requests - Eligible to Flow Through Scenarios	No Standard	98.92%	92.70%	Percentage of LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention, <i>calculated for each CLEC</i> Calculation: (Total # of valid LSRs that flow through to BST OSS/Total # of valid LSRs delivered to the BST OSS)*100
ATT-GA-OR-4	Order Confirmation or Rejection Response Completeness	100%	98.92%	N/R ⁵	Percentage of orders receiving either a confirmation or an error. Calculation: (Total # of orders receiving either a confirmation or an error/Total # of service requests submitted)*100

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
ATT-GA-OR-5	Order Confirmation or Rejection Response Duplication	0%	3.70%	N/R ⁵	Percentage of orders receiving both a confirmation and an error on the same PON/VER. Calculation: (Total # of orders receiving both a confirmation and an error/Total # of service requests submitted)*100
PR	Provisioning				
BST-GA-PR-1	Average Completion Interval (OCI)	No Standard	3.32	4.20	Average time elapsed between the order issue date and the order completion date. Calculation: Sum[(Field Completion Date)-(Order Issue Date)]/Total # of orders completed in the reporting period
BST-GA-PR-2	% Missed Installation Appointments	No Standard	4.76%	1.93%	Percentage of orders where BST misses the committed installation due date. Calculation: (# of orders not completed by the committed due date/# of orders completed)*100
BST-GA-PR-3	Average Jeopardy Notice Interval	No Standard	Not Observed	N/R ⁵	Average advance notice that BST provides a CLEC when it knows that an order will not be provisioned by its committed due date. Calculation: Sum[(Date and time of scheduled due date on service order)-(Date and time of jeopardy notice)]/Total number of orders given a jeopardy notice
BST-GA-PR-4	% of Orders Given Jeopardy Notice	No Standard	Not Observed	0%	Percentage of orders given a jeopardy notice. Calculation: Total number of orders given a jeopardy notice/Total number of orders committed (due)
BST-GA-PR-5	Average Completion Notice Interval	No Standard	2.94 hrs	1.57 hrs	Average time (in hours) elapsed between the BST reported completion of the work and the issuance of a valid completion notice to the CLEC. Calculation: Sum[(Date and time of notice of completion)-(Date and time of work

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
					completion))/Total # of orders completed in the reporting period
BST-GA-PR-6	Service Order Accuracy	$\geq 95\%$	93.96%	84.54%	Percentage of completed orders that were provisioned correctly. Calculation: (# of orders that were completed without errors/# of orders completed)*100
ATT-GA-PR-1-1	Provisioning Timeliness - LEC Committed Due Date	$\geq 95\%$	94.66%	N/R ⁵	Percentage of "eligible to complete" orders that have been provisioned by the LEC committed due date. Calculation: (Total # of "eligible to complete" orders provisioned by the LEC committed due date/Total # of "eligible to complete" orders)*100
ATT-GA-PR-1-2	Provisioning Timeliness - Customer Desired Due Date	$\geq 95\%$	72.99%	N/R ⁵	Percentage of "eligible to complete" orders that have been provisioned by the customer desired due date. Calculation: (Total # of "eligible to complete" orders provisioned by the customer desired due date/Total # of "eligible to complete" orders)*100
ATT-GA-PR-3	Completion Notification Completeness	100%	95.68%	N/R ⁵	Percentage of "eligible to complete" orders that have received a Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders receiving a CN/Total # of "eligible to complete" orders)*100
ATT-GA-PR-4	Unbillable Orders	0%	4.32%	N/R ⁵	Percentage of "eligible to complete" orders that have not received Completion Notice (CN). Calculation: (Total # of "eligible to complete" orders not receiving a CN/Total # of "eligible to complete" orders)*100
ATT-GA-PR-5	Completion Notification Timeliness	$\geq 95\%$	92.71%	N/R ⁵	Percentage of orders that have received a Provisioning Completion Notice (PCN) by noon the day following the field provisioning

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
					date. Calculation: (Total # of orders receiving a PCN by noon the day following the field provisioning date/Total # of provisioned orders)*100
MR	Maintenance & Repair				
BST-GA-MR-1	Missed Repair Appointments	No Standard	Not Observed	0.85%	Percentage of trouble reports not cleared by the committed date and time. Calculation: (# of trouble reports not cleared by the committed due date/# of trouble reports closed in the reporting period)* 100
BST-GA-MR-2	Maintenance Average Duration	No Standard	3.41 hrs	11.67hrs	Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared. Calculation: Sum[(Date and time of service restoration)-(Date and time trouble ticket was opened)]/Total # of closed trouble tickets in the reporting period
BI	Billing				
ATT-GA-BI-1-1	Average ODUF Timeliness	<= 6 bus days	Not Observed	N/R ⁵	Average time elapsed from when the ODUF is created to when the ODUF records are sent from BST. Calculation: Sum[(Date records were sent from BST)-(Date ODUF was created)]/# of ODUFs sent)* 100
ATT-GA-BI-1-2	% ODUFs On Time	100%	54.40%	N/R ⁵	Percentage of ODUFs that are received within 6 business days of being sent from BST. 5% Missing, but last records from MPD are for 7/3 Calculation: (# of ODUFs received within 6 business days of being sent from BST)/(# of ODUFs sent)*100
ATT-GA-BI-1-3	% ODUFs Completeness	100%	54.40%	N/R ⁵	All standard required fields are provided

RAFT

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
					Very small percentage of records being investigated for problems with missing Called TN
ATT-GA-BI-1-4	% ODUFs Accuracy	100%	100%	N/R ⁵	All standard required fields are accurately populated Very small percentage of records being investigated for problems with missing Called TN
ATT-GA-BI-2-1	Average ADUF Timeliness	<= 6 bus days	N/R	N/R ⁵	Average time elapsed from when the ADUF is created to when the ADUF records are sent from BST. Calculation: Sum[(Date records were sent from BST)-(Date ADUF was created)]/# of ADUFs sent)*100
ATT-GA-BI-2-2	% ADUFs On Time	100%	93.80%	N/R ⁵	Percentage of ADUFs that are received within 6 business days of being sent from BST. Calculation: (# of ADUFs received within 6 business days of being sent from BST)/(# of ADUFs sent)*100
ATT-GA-BI-2-3	% ADUFs Completeness	100%	94.80%	N/R ⁵	All standard required fields are provided
ATT-GA-BI-2-4	% ADUFs Accuracy	100%	100%	N/R ⁵	All standard required fields are accurately populated AT&T requested Bell South re-send pre-July records with UNE-P indicator populated on the files to do reassessment
ATT-GA-BI-3	% ADUF and ODUF Accuracy	100%	Not Observed	N/R ⁵	Percentage of ODUFs and ADUFs completed accurately. Calculation: (# of accurate ODUFs and ADUFs received from BST)/(# of ODUFs and ADUFs received from BST)*100
ATT-GA-BI-4-1	% Mechanized Wholesale Bill Timeliness	100%	N/R	N/R ⁵	Determination if wholesale mechanized bill was received within 10 calendar days of the

Metric ¹	Description	Standard	ATT Results ²	BST Results ³	Definitions/Calculations ⁴
ATT-GA-BI-4-2	% Mechanized Wholesale Bill Completeness	100%	Not Observed	N/R ⁵	monthly bill date (28th). Percentage of mechanized UNE-P bills received without errors. Calculation: (# of mechanized UNE-P bills received without errors)/(# of mechanized UNE-P bills received)
ATT-GA-BI-4-3	% Mechanized Wholesale Bill Accuracy	100%	Not Observed	N/R ⁵	Percentage of mechanized wholesale bills received without errors and accurately populated.
ATT-GA-BI-5-1	% Non-mechanized Wholesale Bill Timeliness	100%	100.00%	N/R ⁵	Determination if wholesale non-mechanized bill was received within 10 calendar days of the monthly bill date (28th). OCT/NOV bills re-transmitted due to errors. DEC/JAN bills received on time.
ATT-GA-BI-5-2	% Non-mechanized Wholesale Bill Completeness	100%	N/A ⁶	N/R ⁵	Percentage of non-mechanized wholesale bills received without errors.
ATT-GA-BI-5-3	% Non-mechanized Wholesale Bill Accuracy	100%	N/A ⁶	N/R ⁵	Percentage of non-mechanized wholesale bills received without errors and accurately populated.

Footnotes

- ¹ Categories are based on the following:
ATT-GA- AA-XX indicates the metric was suggested by AT&T, in the state of GA. The alpha characters indicate the activity measured (i.e., OR = Ordering, PR = Provisioning). The numeric indicates the document numbering scheme.
BST-GA-AA-XX indicates the metric was derived from documentation from BST (i.e. ICS CLEC Appendix D2 Service Quality Measurement). The alpha characters indicate the activity measured (i.e., OR = Ordering, PR = Provisioning). The numeric indicates the document numbering scheme.
- ² ATT results from 10/25/00 - 2/21/01
- ³ BST results from 10/25/00 - 2/21/01
- ⁴ "Definitions/Calculations" - As negotiated in the Phase 3 Trial Agreement all BST measurements were defined and calculated per PMAP guidelines with the exception of the following categories:
ATT-GA-OR-1
ATT-GA-OR-2-1
ATT-GA-OR-2-2
ATT-GA-OR-3
- The above categories were defined and calculated in accordance with the information stated on the metrics table.
- ⁵ "NR" - As negotiated in the Phase 3 Trial Agreement BST did not report on this measurement for Phase 3. BST reported PMAP results for the appropriate categories.
- ⁶ "NA" - This measurement is not applicable.

**Exhibit EG-L
Completion Notice**

GA1000 Exceptions Report
Order Provisioning

Case #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
O-34	1/18/01	1/18/01	Betty/Joyce	LCSC	10914 thru 10919	Scenario 6A012	Class of service is not valid changes being requested	<i>BST Response: These are more examples of caller id being added. The LCSC manager was contacted by the Account Team and agreed that the CLEC is not required to add the class of service. These LSRs were worked.</i>	open	1/24/01
O-36	1/23/01	2/9/01	Betty/Joyce	LCSC	11603	Scenario 6A076-Multiline account	Disposition of all lines required with activity of "V".	LCSC said account is already migrated <i>BST Response: This PON flowed through. The PON must be wrong.</i>	Open	3/8/01
O-37	1/23/01	1/26/01	Betty/Joyce	LCSC	11053, 11054, 11055, 11056, 11057	Scenario 6A025	Pons rejected for delayed posting reasons: TN not found in CRIS, All Customers records are final, Account not found.	BS stated there is a 3-5 day posting delay with their internal systems (LENS/CSR) and advised ATAT to check all records before issuing subsequent orders. <i>BST Response: This is the correct procedure for issuing LSR against existing service. The first step in ordering is pre-ordering. See response to O-11.</i>	Open	1/24/01
O-38	1/23/01	1/26/01	Betty/Joyce	LCSC	11143 thru 11156 (14 pons)	Scenario 6A011, 6A025	Pons rejected for delayed posting reasons: TN not found in CRIS, All Customers records are final, Account not found.	BS stated there is a 3-5 day posting delay with their internal systems (LENS/CSR) and advised ATAT to check all records before issuing subsequent orders. <i>BST Response: The cause for these clarifications is that ATAT did not follow procedure and view the CSR to make sure that the CSR was updated prior to sending subsequent LSRs. See the following documents on line: LENS User Guide, Section 3.0 Inquiry, Subsection View Customer Service Record or BellSouth Start Up Guide, Section 10.1 Pre Ordering Process</i>		1/24/01
O-39	1/26/01	1/30/01	Betty/Joyce	LCSC	11073	Scenario 6A066-Multiline account	Line class of service and USOCs are required. RPON also required to show what to do with 2nd line.	LCSC verified that pon was clarified in error. <i>BST Response: This was clarified in error by service rep. Upon call to LCSC, PON was worked.</i>	Open	2/28/01

QA1000 Exceptions Report
Order Provisioning

# Lines	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
0-39	1/26/01	2/2/01	Betty/Joyce	LCSC	11239	Scenario 6A058	"There is no feature-TBEB-block 3rd party billing on the CSR to delete."	BS verified that previous pon 6A10373 experienced problems with posting. LCSC committed to issuing a record order (2-1-01) adding block 3rd party billing. <i>BST Response: The cause for these clarifications is that AT&T did not follow procedures and view the CSR to make sure that the CSR was updated prior to sending subsequent LSRs. See the following documents on line: LENS User Guide, Section 3.0 Inquiry, Subsection View Customer Service Record or BellSouth Start Up Guide, Section 10.1 Pre Ordering Process</i>	Open	1/24/01
0-40	2/1/01	2/1/01	Betty/Joyce	Clec Cancel	11431	Scenario 6A019	TNS not found 404897-1887	Clec Cancel	NA	NA
0-41	2/1/01	2/7/01	Betty/Joyce	LCSC	11484	Scenario 6A066-Multiline account	TNS not found	BellSouth and AT&T still investigating issue. <i>BST Response: This was issued incorrectly. It was issued as a partial migration with EATN 404 874-4430 and ATN 404 874-2380. However, 4048742380 is not billed under 404-874-4430, it is a stand alone line. Therefore, it can't be migrated as a partial migration.</i>		1/24/01
0-42	2/1/01	2/1/01	Betty/Joyce	Clec Cancel	11504	Scenario 6A076-Multiline account	Disposition of all lines required with ACT of "V"	Clec Cancel. <i>BST Response: The account is a null line account. The ACT is V for a full migration, however, you only show one TN being migrated. You need to issue a partial migration or show all lines migrating.</i>	na	na
0-43	2/1/01	2/9/01	Betty/Joyce	LCSC	11506	Scenario 6A076-Multiline account	Clec already owns this account.	BellSouth is investigating <i>BST Response This seems to be a system problem. Will send to the appropriate group for investigation.</i>		

GA1000 Exceptions Report
Order Provisioning

Order #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
Q-44	2/1/01	2/9/01	Betty/Joyce	LCSC	11492	Scenario 6A072	LSR House Number Incorrect	BellSouth stated this could be a system problem and is investigating issue. <i>BST Response: This occurred because the address was wrong in R5AG. An order has been issued to correct the address.</i>		2/27/01
Mis Provisioning										
P-1	11/10/00	11/14/00	Betty/Chris	BRMC	6674	404-892-7501	3rd party billing block not working	Feature not provisioned on line. Repair ticket issued. Line passed on 11-14. <i>BST Response: No root cause needed. When BST tested the line, the feature worked.</i>		2/28/01
P-2	11/02-11/03	11/03/2000, 11/06/00, 11/09/00, 12/14/00	Betty	BRMC	6301, 6352, 6365, 6447, 6493, 6491, 6311, 6320, 6322, 6323, 6324, 6325, 6351, 6564	404 874-3212, 404 724-9564, 404 876-2997, 404 607-9529, 404 724-0854, 404 607-9495, 404 872-2851, 404 876-4164, 404 876-3739, 404 876-1370, 404 885-1986, 404 892-2639. (Scenario 6A001, 6A002, 6A003)	Caller ID does not work	S/W Susan, BellSouth rep. I advised Susan that Caller ID does not work. BS performed a test on the line. The results were - Line is programmed correctly. AT&T needs to check the battery and the caller id box. (All lines are now working) <i>BST Response: No root cause needed. When BST tested the line, the feature worked.</i>	12/7/00	2/28/01
3	11/16/00	11/21, 11/28, 12/4	Betty/Chris	BRMC	7512, 7555, 7464, 7514, 7678, 6648, 7378	404 872-3687, 404 872-6263, 404 872-6737, 404 872-5970, 404 881-1140, 404 607-0137, 404 872-3701	PIC should have been MCI on customer's account.	All lines are now corrected and working <i>BST Response: Orders for 7312, 7555, 7464, 7514, 6648 and 7378 was issued in error by rep. 7678 was not changing PIC/LPIC.</i>	12/7/00	3/8/01
4	11/3, 11/20, 11/27	11/28/00, 12/4/00	Betty/Chris	BRMC	6340, 6445, 6655, 6648, 7345, 7352, 7354, 7360.	404 876-6788, 404 876-6014, 404 404 733-6616, 404 607-0137,	LPIC is AT&T and should be BellSouth	All lines are now corrected and working <i>BST Response: The service orders for 6340 & 6445 were issued correctly by the system, therefore, would be provisioning issues. The order for 6655, 6648, was issued incorrectly by the service rep. PON 7345, 7352, 7354, and 7360 did not effect the LPIC.</i>	12/7/00	3/8/01
5	11/27/00	1/30/01	Betty	BRMC	7360	404 874-3949, (Scenario 6A014)	LPIC should be MCI	LCSC issued order to correct LPIC. <i>BST Response: The service order was issued in error by service rep.</i>	12/7/00	3/8/01

GA1000 Exceptions Report
Order Provisioning

Item	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
P-6	11/27/00	12/1/00	Betty/Chris	BRMC	7493, 7494, 7514, 7678,	404 872-6862, 404 872-8295, 404 872-5970, 404 881-1140. (Scenario 6A016, 6A023)	LPIC should be AT&T	All lines are now corrected and working. <i>BST Response: Order for 7493, 7494, 7514 were issued in error by service rep. FON 7678 nor the service order for the PON made any change to LPIC, this would be a</i>	12/7/00	3/8/01
P-7	11/15/00	11/28/00	Betty/Chris	BRMC	7250, 7443, 7282	404 874-4034, 404 872-3420, 404 873-1541. (Scenario 6A014)	Caller ID has not been deleted	LCSC issued order to delete feature. <i>BST Response: Orders for 7250, 7443 and 7282 were issued</i>	12/7/00	3/8/01
P-8	11/19, 11/20, 11/21, 12/8	11/20/00	Betty/Chris	BRMC	6614, 6564, 6617, 6618, 6553, 6569, 6561	404 881-1625, 404 872-7301, 404 876-7875, 404 876-1349, 404 874-2347, 404 874-7381, 404 872-6178. (Scenario 6A003)	Listing is non-pub, should be listed.	LCSC issued order to correct Listing. <i>BST Response: The LSR's have LTY 2 which is for Non List. The service orders were issued correctly, for a "listed" listing, the LTY should have</i>	12/7/00	3/8/01
P-9	12/6/00	12/12/00	Betty	BRMC	8298	404 892-7195	No Dial-tone	Line tested Opened out-Central Office. <i>BST Response: This is a provisioning issue</i>	12/7/00	2/28/01
P-10	12/6/00	11/30/00, 12/08/00, 12/12/00, 12/14/00, 01/12/00, 01/15/00	Betty	BRMC	8388, 8389, 8391, 8392, 8393, 8394, 8395, 8396, 8401, 8405, 8406, 8407, 8409, 8410, 8412, 8413, 8414, 8416, 8417, 8420, 8425, 8426, 8431, 8630, 8633, 8634, 8647, 8648, 8652, 8655, 8656, 8683, 8684, 8685	404 873-1755, 404 873-2366, 404 874-1746, 404 873-1931, 404 873-2397, 404 885-9592, 404 873-4954, 404 876-3325, 404 872-9176, 404 872-7349, 404 872-6546, 404 872-8341, 404 885-9486, 404 885-9783, 404 404 897-1982, 404 885-9445, 404 881-6357, 404 873-3436, 404 873-3916, 404 873-4680, 404 876-7503, 404 873-6861, 404 874-1832, 404 876-5648, 404 876-4168, 404 507-1636, 404 876-5457, 404 873-6139, 404 873-2699, 404 873-4965, 404 873-3167, 404 873-4784, 404	Third party billing not on the line. Block collect calls not on the line.	s/w with Cindy Hall(manager of LCSC) and Suzanne Bulce(manager of BRMC) re:Block on 3rd party billing and collect calls not provisioned. They both verified that the CSR showed USOC code TBE A for these blocks was in the records and in the service order. TT was opened with commit date of 12/14 by 7pm. (All lines are now working). <i>BST Response: This is a provisioning issue. Feature was on order and on CSR.</i>	12/7/00	2/28/01

GA1009 Exceptions Report
Order Provisioning

Order #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
P-11	12/12/00	12/14/00	Chris/Betty		One pon in Scenario 6A085, Pons 6A8040, and 40 pons in Scenario 6A029, Pons 6A8397, 8403, 8419, 8404, 8388, 8630, 8400, 8401, 8405, 8410 thru 8413, 8417, 8390, 8425, 8630, 8633, 8634, 8647, 8648, 8651, 8652, 8655, 8656, 8683, 8684, 8685, 8628, 8631, 8632, 8640, 8641, 8642, 8644, 8654, 8657, 8661, 8667, 8686, 9369	4048766996, 4048811086, 4048757480, 404 8971378, 4048731755, 4048747871, 4048859553, 4048729176, 4048727349, 4048725412, 4048726610, 4048726546, 4048728341, 4048859783, 4048754106, 4048859445, 4048747871, 4048733436, 4048733916, 4048734680, 4048767503, 4048736861, 4048741832, 4048765648, 4048764168, 4046071636, 4048765457, 4048736139, 4048732699, 4048734968, 4048733167, 4048734784, 4048747405, 4048754173, 4048973595, 4048925405, 4048925781	Block on 3rd party billing and collect calls not provisioned. Note: Scenario 6A085 Retained 3rd Party Billing in Full migration of a four line account and Scenario 6A029 added Prohibit 3rd Party Billing and Prohibit Collect Calls.	12/12 s/w with Cindy Hall(manager at LCSC) and Suzanne Buice(manager at BRMC) re:Block on 3rd party billing and collect calls not provisioned All lines are now working. <i>BST Response: This is a provisioning issue. Feature was on order and on CSR</i>		2/28/01
P-12	12/14/00	12/14/00	Chris/Betty	BRMC	6A9369	Scenario 6A029, 4047240154	No 3rd Party Billing, No Collect Call Blocking.	BRMC Could not see the features on the line and referred me to the LCSC. LCSC issued order COSLCK81 due 1-10-01 adding features 3rd party billing and collect call blocking. All lines are now working. <i>BST Response: The original order was issued incorrectly by the service rep.</i>	12/14/01	3/8/01
P-13	12/21/00	1/4/01	Chris/Betty	BRMC	9371	Scenario 6A029, 4046078367	3rd party billing and collect call blocking not provisioned.	LCSC issued order to add features. All lines are now working. <i>BST Response: This is a provisioning issue. The service order was issued correctly.</i>	1/4/01	3/8/01

GA1000 Exceptions Report
Order Provisioning

Item #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
P-14	12/21/00	12/22/00	Chris/Betty	BRMC		9371 Scenario 6A029,4048765298	3rd party billing and collect call blocking not provisioned	12/21 s/w Marcio, BS rep at BRMC re: 3rd party bill block and collect call block not provisioned. Rep saw USOC code TBE A for these blocks in the CSR and could not have the line checked b/c the repair office line was busy. She said that the blocks are not 100%. The rep said that some calls will go thru, especially from "jails or hospitals" b/c phone companies give this service free and allow it at times. Rep gave a commit date of 12/22 by 6pm. (All lines were corrected and working.) <i>BST Response: This is a provisioning</i>	12/22/00	Note: AT&T needs to verify if features blocks are not 100% available all times to the customers 03/08/01
P-15	12/21/00	1/11/01	Chris/Betty	BRMC		8996 Scenario 6A071,4048880525,4048880529,4048880532-Multiline account	No dial tone associated with series completion hunting and multiline account.	Test center tested line and as of 1-8-01 the line still failed. 1-10-01 S/W BRMC and scheduled a commitment date of 1-11-01. <i>BST response: The service order was issued correctly by the system. This is a provisioning issue.</i>	Open	3/8/01
P-16	12/21/00	1/4/01	Chris/Betty	BRMC		9001 Scenario 6A071,4048889255,9154,9254	No dial tone associated with series completion hunting and multiline account.	12/21 s/w Gayle, BS rep at BRMC re: series hunting not provisioned. She said that 4048889154 is set to hunt to 4048889255. She gave a commit date of 12/23 by 6pm. All lines are now working. <i>BST Response: The service order was issued correctly by the system. This is a provisioning issue.</i>	Open	3/8/01
17	1/4/01	1/5/01	Chris/Betty	BRMC	9650, 9651, 9652, 9650	Scenario 6A029,4048726737,4048726862,4048728295,4048725970	3rd party billing and collect call blocking not provisioned	Call made to the BRMC with a commitment date of 1-5-01. All lines are now working. <i>BST Response: This is a provisioning issue. Feature was</i>	Open	2/28/01

GA1000 Exceptions Report
Ord 3 Provisioning

Item	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
P-18	1/4/01	1/8/01	Chris/Betty	BRMC	9658 thru 9682	6A006-Scenario: 404 733-5455, 404 733-5515, 404 733-5597, 404 733-5619, 404 733-5622, 404 733-5632, 404 733-5643, 404 733-5644, 404 733-5648, 404 733-5677, 404 733-5718, 404 733-5868, 404 733-5906, 404 733-5917, 404 733-5923, 404 733-5928, 404 733-5961, 404 733-5966, 404 733-5969, 404 733-6019, 404 733-6103, 404 733-6192.	No Dial Tones	BRMC corrected the problem on 1-8-01 All Lines are now working <i>BST Response: These were new installs that completed. No dial tone is a provisioning issue.</i>	Open	3/8/01
P-19	1/17/01	1/18/01	Chris/Betty	BRMC	10607 thru 10621	6A038-Scenario: 404 885-1047, 404 885-1077, 404 885-1094, 404 607-0524, 404 607-0611, 404 885-1180, 404 885-1262, 404 885-1294, 404 885-1411, 404 885-1412, 404 885-1516, 404 885-1517, 404 885-1593, 404 885-1647, 404 885-1676, 404 885-1841, 404 885-1851.	Blocking Collect calls not working	1-17-01 AT&T called Repair-BRMC and representative did not see features on the line. Repair advised AT&T to call the LCSC. 1-17-01-AT&T called the LCSC and was advised to test the lines on 1-18-01. LCSC advised that it takes 72 hours for orders to post in all systems. Note-AT&T verified LENS/CSR and feature was posted as of 1-17-01 customers' due date met 1-AT&T needs to verify why disconnect and start orders were issued. <i>BST Response: The service order was issued correctly by the system. This is a provisioning issue. (AT&T update: Line passed the No Dial Tone Test.)</i>	Open	3/8/01
P-20	2/12/01	2/21/01	Chris/Betty	BRMC	No Dial tone Sweep. There is no pon associated with this line.	Scenario 6A066, 404 8764203	There is no dial tone on this line. Repair-BRMC advised AT&T that a disconnect and start orders were issued, DOJP6287 and NOFJD370. LCSC advised AT&T to refer this situation to the BellSouth Account team for root cause analysis. <i>BST Response: PON 11073 is not for this TN. PON 8554 was issued and completed with IMD order. Service established 1/29/01 from the N order.</i>			3/8/01

GA1000 Exceptions Report
Order Provisioning

Case #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
P-21	2/2/01	2/8/01	Chris/Betty	BRMC/LCSC	54 pons, 6A11300 thru 11322; 6A11421 thru 11456.	Scenario 6A019: 404 733-5648, 404 733-5677, 404 733-5718, 404 733-5868, 404 733-5906, 404 733-5917, 404 733-5923, 404 733-5928, 404 733-5961, 404 733-5966, 404 733-5969, 404 733-6019, 404 733-6103, 404 897-5575, 404 898-0369, 404 898-0371, 404 898-0539, 404 898-0548, 404 898-0575, 404 898-0596, 404 898-0691, 404 898-0739, 404 733-6192, 404 897-5338, 404 898-0385, 404 898-0427, 404 898-0497, 404 898-0567, 404 898-0637, 404 898-0693, 404 898-0766, 404 879-0122, 404 879-0126, 404 879-0134, 404 879-0145, 404 879-0181, 404 879-0188, 404 879-0192, 404 879-	Crex option 4 feature not found on order. Scenario requested to add Crex option 4.	LCSC identified that their system dropped the Crex option 4 feature from the order. LCSC issued record orders adding Crex option 4. All Lines now have the Crex Option 4 feature. <i>BST Response: This occurred as a result of the functionality we added to allow AT&T to test OS/DA via line class codes. The requirements stated for the service order generator to NOT add CREX4 but to add the line class code.</i>		2/28/01
P-22	2/14/01	2/28/01	Chris/Betty	BRMC	6A0000000011835, 11843, 11844, 11889, 11974, 11964, 12000, 12007.	404 892-8774, 404 872-4508, 404 873-1748, 404 724-9564, 404 892-4955, 404 872-9611, 404 733-5784, 404 872-9816.	Called in trouble ticket for "No Dial Tone". Repair issued a commitment date for 2-18-01. As of 2-19-01, the lines are still falling. Repair said there was an "Opened In Balance in the Central Office". 2-20-01-AT&T again reported the "No Dial Tone"	2-20-01 AT&T was told by Repair/BRMC that there was a major Cable Failure in the area and said the problem would be corrected by 2-20-01 no later than 5pm. <i>BST Response: This occurred as a result of a Cable Cut.</i>		2/28/01
P-23	2/19/01	2/28/01	Chris/Betty	BRMC/LCSC	18 Pons, 6A00000000112161, 12181, 12184, 12205, 12212, 12218, 12222, 12224, 12225, 12232, 12238, 12242, 12250, 12261, 12261, 12276 and 12285.	404 872-0974, 404 872-6253, 404 872-8066, 404 885-9358, 404 876-5165, 404 872-0385, 404 872-7548, 404 876-3778, 404 876-7782, 404 885-1324, 404 876-8391, 404 872-8870, 404 872-9537, 404 892-9453, 404 885-1370, 404 885-9319, 404 607-9910, 404 885-1646. (Scenario 6A092-Add Crex Option 4).	Crex option 4 feature was omitted from the order. Scenario 6A092- add Crex option 4.	2-20-01 Spreadsheet forwarded to BellSouth Account team for analysis. BS stated that the Line Class Code in the Switch may have impacted the fallout of the Crex Option 4 on these orders/Pons. <i>BST Response: This occurred as a result of the functionality we added to allow AT&T to test OS/DA via line class codes. The requirements stated for the service order generator to NOT add CREX4 but to add the line class</i>		2/28/01

GA1000 Exceptions Report
Maintenance

Maintenance							
Initiator	Owner	PON	Account Telephone Number	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
Ted	Cheryl	N/A		Loss of Dial Tone			
Ted	Repair/BRMC		4048744430, 4048851940, 4048747668, 4048728907, 4048740691, 4048748147	Internal No Dial Tone Sweep	BRMC-Repair stated there were problems within the Central Office. "Open Out Balance". Lines are working	12/11/00	
Ted	Repair/BRMC		4048720128	Internal No Dial Tone Sweep	BRMC-Repair stated there were problems within the Central Office. "Open Out Balance". Lines are working.	12/11/00	
Ted	Repair/BRMC		4048751087, 4048743526, 4048754173, 4048767782, 4048971930, 4048816139, 40487401604048759616, 4048756312, 4048816224, 404894035, 404891325	Internal No Dial Tone Sweep	BRMC-Repair stated there were problems within the Central Office. "Open Out Balance".	12/11/00	
Ted	Repair/BRMC		4048751087, 4048748257, 4048722103, 4048727156, 4048928760, 4048765764, 4048769981, 4048752483, 4048743212, 4048743526, 4048723617, 4048742736, 4048755976, 4048740789, 4048730122, 4048971930, 4048811125, 4048730816, 4048730763, 4048756275, 4047249967, 4048724365, 4048811693, 4048764203,	Internal No Dial Tone Sweep	BRMC-Repair stated there were problems within the Central Office. "Open Out Balance". Lines are working	12/11/00	

GA100L eptions Report
Maintenance

Initiator	Owner	PON	Account Telephone Number	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
Ted	Repair/BRMC		4048756842, 4048765337, 4048723617, 4048746031, 4048742736, 4048740789, 4048756275, 4047249967, 4048724365, 4048811693, 4048759536, 4048751827,	Internal No Dial Tone Sweep	BRMC-Repair stated there were problems within the Central Office. "Open Out Balance". Lines are working	12/11/00	
Ted	Repair/BRMC		4048740789, 4048730122, 4048756275, 4047249967, 4048724365, 4048811693	Internal No Dial Tone Sweep	BRMC-Repair stated there were problems within the Central Office. "Open Out Balance". Lines are working	12/11/00	
Ted	Repair/BRMC		4049277195, 4048740789, 4048730122, 4048756275, 4047249967, 4048724365, 4048811693, 4048731627, 4047240598	Internal No Dial Tone Sweep	BRMC-Repair stated there were problems within the Central Office. "Open Out Balance". Lines are working	12/11/00	

GA1006 Operations Report
Maintenance

Initiator	Owner	PON	Account Telephone Number	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
Ted	Repair/BRMC		404 873-1240(Acct-85)	Internal No Dial Tone Sweep	2/14/01 @4:26pm S/W Blake, BRMC representative. No dial tone. Repair tested the line. Repair scheduled a technician out to the premise on 2-16-01 by 6pm. Access time 8am-12pm. I informed test center manager that BS was sending a technician to the premise. bbs Update: 2-20-01 Test Center Manager reported that line tested positive for Dial Tone.		
Ted	Repair/BRMC		404-873-1240 (Acct-194)	Internal No Dial Tone Sweep	S/W Nancy, BRMC representative. No dial tone. Recording indicates this line was disconnected. Line tested Opened out from the Central office. Bellsouth issued a commitment date for 2-16-01 by 6pm. bbs 2-20-01 Update: Test Center Manager confirmed that line tested positive for Dial Tone. Closing ticket bbs		

Item #	Date Opened	Initiator	Owner	PON	Account Telephone Number	Exception	Findings/Status	Targeted Completion Date	Date Closed
BL-1	9/14/00	Lisa Preston	Eloise Bilbroe	N/A		The J-bill is missing the trailer record causing the bill to error out on AT&T's side. In addition, the information contained in the due date field is incorrect. On the last transmission, the due by date was			
BL-2	9/1/00	Lisa Preston	Eloise Bilbroe			Bell South is not industry standard-compliant with its CARE process; it does not pass on the billing address on the LD orders.	Interim fix (change O-account address) applied w/BST's 10/28 release; this means all orders sent after that time should allow NYC address to be used on LD carrier		

GA1000 Exceptions Report
Order Provisioning

Case #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
O-1	10/26/00	11/8/00	Cheryl	LCSC	6A00000000006561, 6564, 6569, 6594, 6596, 6614, 6617, 6618, 6553, 6189, 6421, 6689	404-872-6178, 404-872-7301, 404-874-7381, 404-607-8367, 404-607-9987, 404-881-6614, 404-876-7875, 404-876-1349, 404-874-2347, 404-724-9967, 404-874-2736	Invalid Clarification for Basic Class of Service	<i>BST Response: LSRs fell out due to pending service orders to correct CSRs. Rep clarified in error for BCS. SME has covered LCSC on requirements. LSRs have now been worked.</i>	11/8/00	11/8/00
O-2	10/27/00	10/27/00	Cheryl	LCSC	6A00000000006263, 6264, 6265, 6266, 6267, 6268, 6269, 6270, 6302, 6303, 6304, 6305	404-872-7936, 404-872-0985, 404-872-3740, 404-875-5497, 404-872-8932, 404-876-8064, 404-874-0935, 404-876-8506, 404-873-6841, 404-874-3526, 404-872-3617, 404-875-3049	Late Functional Acknowledgement (997)	<i>BST Response: LSRs were dropped in file transfer to translator. We discovered internally and processed to FOC status within duration. FA was late however.</i>	10/27/00	10/27/00
O-3	10/27/00	11/8/00	Cheryl	RSAG	6A00000000006284, 6288, 6558, 6289, 6291, 6293	404-875-6842, 404-607-9251, 404-872-5449, 404-875-5596, 404-892-6147, 404-892-6774	Invalid Clarification - RSAG error	<i>BST Response: The address in RSAG were different than the address on the CSR. The addresses have now been updated in RSAG.</i>	10/27/00	11/8/00
O-4	11/2/00	11/15/00	Cheryl	LCSC	Approximately 84- See Attachment 1 for list of PONS and status.	Scenario 6A004	Invalid Clarification - "Clarification - this order has completed"	<i>BST Response: ATAT sent migration orders on 10/25 with a due date of 10/30. ATAT then sent a supp to cancel on 10/26. The supps to cancel fell out for manual handling. Because of a backlog in the LCSC, all cancellation orders did not get worked before the initial migration orders. The reason the supps to cancel fell out for manual handling is because The conversion from retail to UNE requires two service orders, an N and a D. When a SUPP comes in on an LSR that has 2 pending service orders, the SUPP is dropped to the LCSC for manual handling. In this case, not all of the SUPPs got claimed and worked in time, causing some of the orders to not get cancelled in time. The LCSC is working to move the lines back to retail.</i>		11/15/00

GA1000 Receptions Report
Order Provisioning

Item #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
0-5	11/14/00	11/16/00	Cheryl	OSS	Approximately 71 LSR. See Attachment 2 & 3 for list of PONs.	Scenario 6A002 & 6A003	Invalid Clarification - Basic Class of Service	<i>BST Response: A system defect in our Service Order Generator caused an invalid auto clarification "Invalid Lineclass". The defect #11739, is scheduled to be corrected with Release 8.0, 11-18-00.</i>	11/18/00	11/18/00
0-6	11/16/00	11/16/00	Jill	LCSC	Version 1 - 6A0000000006355, 6016-6018, 6111-6205, 6212-6217, 6222-6262, 7595, 7163, 7411, 7212, 7214, 7217, 7219, 7222, 7225-7227, 7230, 7233, 7239, 7249, 7254, 7257, 7260, 7262, 7266, 7281, 7290, 7292, 7294, 7296, 7300, 7303, 7304, 7315, 7321, 7324, 7328, 7344, 7345, 7347, 7349, 7390- 7352, 7354-7360, 7365, 7375, 7456, 7460, 7461, 7464, 7465, 7470-7473, 7478-7482, 7484, 7485, 7490, 7493, 7494, 7497, 7500, 7504, 7507, 7514, 7525, 7527, 7539, 7553, 7566, 7579, 7424	Scenario 6A004	Missing Completion Notices on 216 PONs	<i>BellSouth completed version 1 of the PONs, even though AT&T sent in a supp to cancel (version 2). BellSouth should have sent a completion notice to AT&T on version 1 of the PON, but instead sent it on version 2. Therefore, the CN is missing for version 1 on the list of PONs. BST Response: Jill Williamson submitted this to CR, the CR # is 0241. Change control responded that this is not a defect as this is the way the systems are designed to work, but has accepted this as a feature to be worked in a future release.</i>	11/27/00	1/18/01
0-7	11/30/00 & 12/6/00	12/11/00	Betty/Joyce	LCSC	8450, 8544, 8714, 8715, 8716, 8717, 8718, 8719, 8720, 8721	Scenario 6a004	Two PONs clarified on 11/30 and Eight on 12/6 stating "invalid RECTYPE"	LCSC rep clarified in error.	11/30/00	12/4/00
0-8	11/30/00	12/13/00	Betty/Joyce	LCSC	8495, 8499, 8508, 8544, 8547, 8565	Scenario 6A004	Supps to cancel issued on PON; received clarification back stating that the PON had been cancelled. Should have received an FOC	<i>BST Response: 8544 is part of Exception 0-9. 8499 & 8565 are invalid, FOC sent on time. 8495, 8508 & 8547 were clarified in error by rep. She did cancel orders but sent a clarification with message "PON cancelled" instead of FOC.</i>	11/30/00	12/4/00
0-9	11/30/00	12/14/00	Betty/Joyce	LCSC	8755	Scenario 6A010	Invalid clarification stating "duplicate PON".	<i>BST Response: Clarified in error by LCSC Rep. LCSC notified and LSR worked.</i>	11/30/00	12/4/00

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Item	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
O-10	12/11/00	12/13/00	Betty/Joyce	LCSC	8913, 8917	Scenario 6A018	Invalid clarification "TN-FINAL ACCOUNT"	<i>BST Response: Clarified in error by LCSC Rep. LCSC notified and LSR worked.</i>	12/11/00	12/11/00
O-11	12/6/00	12/14/01	Betty/Joyce	LCSC	8719, 8720, 8721. Pons 8691 thru 8712.	Scenarios 6A011, 66 and Scenario 6A066. Note: Additional ticket closed dates are 12/21/00, 01/03/01 and 12/09/00.	Telephone numbers not found in CRIS and account is final.	<i>Completion posting delay within the BellSouth CSOTS and LENS systems. Bst Response: PONS 8719, 8720, and 8721 are part of e-7 & e-12 and could not be in this exception. On the others the issue is not a CSOTS and LENS posting delay. The cause for these clarifications is that AT&T did not follow procedures and view the CSR to make sure that the CSR was updated prior to sending subsequent LSRs. See the following documents on line: LENS User Guide, Section 3.0 Inquiry, Subsection View Customer Service Record or BellSouth Start Up Guide, Section 10.1 Pre Ordering Process</i>	1/19/01	1/19/01
O-12	12/6/00	12/14/00, 01/17/01, 12/21/00, 01/18/01	Betty/Joyce	LCSC	8714, 8715, 8717, 8718, 8719.	Scenario 6A069	REQTYPE is wrong.	<i>BellSouth rejected in error. Representatives have been covered on correct process to use. BST Response: Invalid exception. This is a duplicate of 0-7.</i>	1/19/01	1/19/01

GA1000 Exceptions Report
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Item #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PN	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
O-13	12/6/00	12/8/00	Betty/Joyce	LCSC	8723, 8724, 8725, 8726, 8727, 8728	Scenario 6A085	Call Forwarding number missing or invalid.	<p>Per BellSouth-Cannot call forward within the same building location. AT&T requested more information on why this cannot be achieved. BST Response: This rule applies to call forward busy line. See the following from the Leo 16 Vol 2. CALL FORWARDING BUSY LINE - (CFBL)</p> <p>Call Forwarding Busy Line - (CFBL) is a Central Office feature which:</p> <p>provides a means of forwarding calls when the line is busy.</p> <p><i>forwards calls to a pre-selected telephone number on a different premise when the called telephone number is busy.</i></p> <p><i>CFBL must be formed to a number at</i></p>	1/19/01	1/19/01
O-14	12/6/00	12/14/00	Betty/Joyce	LCSC	8734, 8735, 8755, 8767		Feature does not exist on account to disconnect.	<p>Previous orders were delayed in completing, thereby causing these posts (8734, 8735, 8755, 8767) to reject. (Posting Delay) BST Response: This is not a posting delay. The previous orders were not delayed in completing. AT&T did not follow pre-ordering procedures prior to sending these LSRs. The new installs that established the service had completed but had not posted to the CSR before AT&T sent subsequent orders to delete features. See response o-11 for references to documentation for re-ordering business rules. Pre-ordering is the first step in the ordering process.</p>	1/22/01	1/22/01

GA1000 Exceptions Report
Order Provisioning

Item #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause	Root Cause
									Opened	Closed
O-15	12/6/00	1/26/01	Betty/Joyce	LCSC	8712	6A066-Scenario, 404 874-2380	TNS 4048742380 on Inum not found on EATN 4048742380.	Received call from Anna, Escalation Manager. Account was switched on 11-17-00 (6A6672). Account is already AT&T. Per BS, send a C order for any changes you want done on the account.	1/22/01	1/22/01
O-16	1/2/01	1/6/01	Betty/Joyce	LCSC	9699 thru 9729		If no change to PIC or LPIC show INC (no change).	Pons clarified in error. LNA of "C" were on the orders. BST Response: Initial version has LNA of P. When SUP sent for next version, the LNA was changed from P to C on the second version, and the rep sent the clarification. The rep has corrected the clarification and worked the PONs.	1/2/01	1/6/01
O-17	1/2/01	12/14/00 and 1/17/01	Betty/Joyce	LCSC	8718	Scenario 6A066-Multiline account	Wrong REQTYPE	Open, BS representative stated that for this Multiline account the Request type should be "EB", not "MB". BST Response: This is the same exception as 0-7 and 0-12. This clarification was in error. The LCSC manager was notified, she covered the rep on this issue and the PON was worked on 12/14.	12/14/00	12/14/00

QA1000 Exceptions Report
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Item #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
Q-18	1/2/01	2/2/01	Betty/Joyce	LCSC		9622 Scenario 6A082	Explanation required-Multiline Account. Scenario 6A082, Pon 6A9622. Multi Line account- DLNUM=6DLNM LTN:6L TN associated with LACT combination of I or O missing.	<p><i>BST Response: See the BellSouth Business Rules, 28.5.3 Listing Control Section Fields. The business rules on the use of ALI with LACT I & O are as follows:</i></p> <p><i>Rule 1: When ALI is populated and the LACT = " I ", then a matching ALI code must be populated with an LACT of " O ".</i></p> <p><i>Rule 2: When ALI is populated and the LACT = " O ", then a matching ALI code must be populated with an LACT of " I ".</i></p> <p><i>Rule 3: ALI must be unique unless the ALI code is associated with LACT of " I "and " O ".</i></p> <p><i>If the ALI code is paired (LACT " I "and " O "), there can only be one pair with the same ALI code.</i></p> <p><i>PON 9622 was submitted incorrectly. The ALI on LACT O is "A" and the ALI for LACT I is "B".</i></p>		1/29/01
Q-19	1/10/01	*Pending (Ring Cycle)	Betty/Joyce	LCSC	10202, 9922	Scenario 6A055, 6A024	Ring cycle 3 missing from order.	<p>EDI has ring cycle number of 3, BS does not show ring cycle number on their order. 6CJ/CFND 404 881-6513/RCYC 3(Pon 10202). <i>BST Response: The ring cycle was dropped because the field size exceeded the limit of 24 characters. You can send more than 24 characters by adding "99" in the feature detail field. Here is an example of how to send this:</i></p> <p><i>SI"TT"SA"N"SC"6CJ"FD"/CFND 404 881-6513/RCYC"99"3. "</i></p>	1/23/01	1/24/01

QA1000 Exceptions Report
Order : Provisioning

#	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
O-20	1/10/01	1/16/01	Betty/Joyce	LCSC	10521, 10522, 10523	Scenario 6A012	Clar-Caller ID Class Of Service is required with Caller ID	1/10 @11:53AM/Open S/W Angela, BellSouth Representative Per BS on new orders the class of service is not needed however on a change order the class of service is required. I asked BS if this was a recent change to their Business Rules I am referring this situation to the AT&T and BellSouth Account teams. <i>BST Response: These were sent on 1/04/00 and the LCSC worked these orders on 1/05/00. The clarification was in error. However, the account team called the LCSC manager on 1/18/01 and obtained agreement/understanding that the class of service is not required on change orders.</i>	11/18/01	1/18/01
O-21	1/2/01	2-8-01 and 01-26-01	Betty/Joyce	LCSC	9740	Scenario 6a025	01/02/01 Initiated call with Ronnie, BellSouth Representative. Rejection received that account is final. 6A9740, Bellsouth verified that customer-Julia Clark never owned in # 4046070344 and advised AT&T to send a new order.	Open Rejection received that account is final. 6A9740. Bellsouth verified that customer-Julia Clark never owned in # 4046070344 and advised AT&T to send a new order. <i>BST Response: This clarification was sent because AT&T sent the LSR with an incorrect ATN. The LSR had ATN 404-607-0344 and the ATN should have been 404-881-0149, because 404-607-0344 is billed under 404-881-0149.</i>	1/22/01	1/22/01

QA1000 Exceptions Report
Order Provisioning

Item #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
O-22	1/8/01	1/8/01	Betty/Joyce	LCSC	9700 thru 9735	Scenario 6A047	CLAR LNA cannot change from Version to Version".	Per BS, AT&T confused the BS ordering system when Version 1 orders were issued with an Activity code of "P" to change PIC, then on Version 2- AT&T issued supps to delete CREX option X which is a feature activity change of "C". This action forced BS to change the Activity Code from "P" to "C". BS worked/completed the orders but advised AT&T to discontinue mixing the activity codes on future orders. BS suggested that for PIC changes only-- issue another PIC change or Issue a supp to change the due dates or Issue the Activity "C" order first with feature changes. <i>BST Response: This is a duplicate of O-16. Actually BS did not change the Activity code. AT&T changed LNA on the SUP.</i>	1/8/01	1/8/01
O-23	1/2/01	1/4/01	Betty/Joyce	LCSC	9699 thru 9735	Scenario 6A047	"If no change on PIC/LPIC must show NC in PIC/LPIC field.	The representative clarified the LNA of "C" in error. AT&T is not required to show NC if no change to PIC or LPIC. <i>BST Response: This is a duplicate of O-16.</i>	1/2/01	1/4/01
O-24	1/12/01	1/12/01	Betty/Joyce	LCSC	10621, 10646, 10647	Scenario 6A038-pon 10621, Scenario ga022-pons 10646, 10647.	Pon 10621-Clar too add Caller id you must change your basic class of service; Pon 10646-Class of Service is not valid when deleting NXMCR; Pon 10647-Class of Service not valid without Caller ID Usoc.	AT&T needs to know if the business rules were changed to reflect on "C" orders with Caller ID to add the Basic Class of Service Usoc. 1-11-01 BS Representative called with status on trouble tickets called into the LCSC on 11-01. Rep., stated that she manually corrected the rejections and the orders flowed through correctly. AT&T should now receive confirmations. <i>BST Response: The business rules have not changed. The clarification was in error. The Account Team contacted the LCSC manager and obtained confirmation that the class of service is not required. The LCSC</i>	Open	1/24/01

GA1000 Exceptions Report
Order Provisioning

Item	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
O-25	1/16/01	1/18/01	Betty/Joyce	LCSC	10525,10537, 10598, 10599	Scenario 6A006, 6A047	Outstanding Completion for a confirmed order.	Delayed completions 1-17-01 S/W Escalation Manager and completions were sent to AT&T on 1-17-01. <i>BST Response: The CN were delayed due to the orders completing late in our downstream system (SOCS). Our OSS sent the CN upon receipt of the completion information from SOCS.</i>	Open	1/29/01
O-26	1/17/01	1/18/01	Betty/Joyce	LCSC	10607 thru 10621 (15 pons)	6A038	AT&T received failed provisioning on these lines (Blocking Collect Calls not working).	1-17-01 AT&T called repair-BRMC and was told that the feature-Block Collect Call was not on the order. AT&T verified LENS/CSR and the feature was posted as of 1-17-01 (TBEC). <i>BST Response: This is a duplicate of P-</i>	Open	See P-20.
O-27	1/18/01	1/18/01	Betty/Joyce	LCSC	10865, 10891, 10899, 11043	Scenario 6A005, 6A006, 6A048	Outstanding Completion for a confirmed order.	<i>BST Response: PON 11043 did not have a delayed CN.</i>	Open	1/24/01
O-28	1/18/01	2/7/01	Betty/Joyce	LCSC	10622, 10623, 10624	Scenario 6A074	Telephone numbers do not exist for this account.	<i>BST Response: Clarification is correct. ATAT erred in sending these. PON 10622 LNUM 00001 has TN 404-875-7475 and the ATN is 404-875-9616, these do not match. PON 10623 the ATN is 404 876-6257 and the TN in LNUM 00001 is 4048767556, these do not match. PON 10624 ATN is 404 876-3950 and the TN in LNUM 00001 is 4048768449.</i>	Open	1/24/01
O-29	1/18/01	Pending (Ring Cycle)	Betty/Joyce	LCSC	10642, 10643	Scenario 6A055	Ring cycle 3 missing from order.	<i>BST Response: The ring cycle was dropped because the field size exceeded the limit of 24 characters. You can send more than 24 characters by adding "99" in the feature detail field. Here is an example of how to send this: SI*TI*54*N*SC*6CJT*0*CFND 404 881-6513/RCYC*99* *</i>	Open	1/24/01

QA1000 Exceptions Report
Ordering : visioning

Case #	Trouble Ticket Opened	Trouble Ticket Closed	Initiator	Owner	PON	Account Telephone Number or Scenario ID	Exception	Findings/Status	Root Cause Opened	Root Cause Closed
7-30	1/18/01	1/30/01	Betty/Joyce	LCSC	10661	Scenario 6A057	DSAP Telephone number not active/found.	<i>BST Response: This error was sent in error. The rep immediately realized her mistake and worked the LSR and generated the FOC.</i>	Open	1/24/01
7-31	1/18/01	1/30/01	Betty/Joyce	LCSC	10666	Scenario 6A016	When not changing the PIC, NC should be shown.	<i>BST Response: The clarification is correct. On the LSR the LPIC is not changing, only the PIC is changing, therefore the LPIC should be NC. See the following business rules: VALID ENTRIES: Entry Description XXXX Valid LPIC Code (4 Numerics) "None" No LPIC chosen (Customer does not want to presubscribe.) NC or No Entry No Change (Used in a conversion as specified line activity or change activity when the PIC is not impacted.) UNDC Undecided (Customer has not decided which pre-subscribed carrier to select.)</i>	Open	1/25/01
7	1/18/01	1/26/01	Betty/Joyce	LCSC	10852	Scenario 6A069	This order was worked on pon 6A0000000008719.	<i>BST Response: This PON, 8719, was one of the PONs that the LCSC worked after the incorrect clarification of "wrong retype", however, the FOC/CN was not generated on 8719.</i>	Open	1/29/01
	1/18/01	1/22/01	Betty/Joyce	LCSC	10898	Scenario 6A006, 6A047	Format for name is incorrect. (Listing format)	<i>BST Response: The clarification is correct. The listing format is incorrect. () are not valid in Infn field</i>	CLOSED CANCEL	1/25/01

Exhibit EG-M
Georgia BellSouth Data Reconciliation-Nov. 2000 Report

Georgia BellSouth Data Reconciliation – November 2000

NY Ops Center

April 3, 2001

LSR Comparison

2015 LSRs in BellSouth Raw Data Files

8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data

PN	VER	CREATES
GA00000000006707		
UAT8850.9.2-BJT	01	18-Nov-00
UAT.8850.9.4-BJT	01	18-Nov-00
PVT8850.9.9	01	18-Nov-00
PVT8850.9.8BJ	01	18-Nov-00
PVT8850.9.8	01	18-Nov-00
PVT8850.9.2-BJT	01	18-Nov-00
PVT.8850.9.8BJT	01	18-Nov-00

*Only because VER missing in BellSouth data

2584 LSRs in AT&T Captured Data

577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files

See file "GA_NOV_LSRs.xls" for list of PON/Versions

Confirmation Comparison

1596 confirmations reported in BellSouth raw data files
 1582 matches to AT&T captured data

14 Confirmations found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Created	Comments
GA0000000006655	03	03-Nov-00	Reject and Completion received
GA0000000006707			Missing Ver
GA0000000007413	01	08-Nov-00	Reject and Completion received
GA0000000007414	01	08-Nov-00	Reject and Completion received
GA0000000007415	01	08-Nov-00	Reject and Completion received
GA0000000007416	01	08-Nov-00	Reject and Completion received
GA0000000007418	01	08-Nov-00	Reject and Completion received
GA0000000006650	03	03-Nov-00	Reject and Completion received
GA0000000007419	01	08-Nov-00	Reject and Completion received
PVT.8850.9.8BJT	01	18-Nov-00	
GA0000000007407	01	08-Nov-00	Reject and Completion received
PVT8850.9.9	01	18-Nov-00	
PVT8850.9.2-BJT	01	18-Nov-00	
UAT.8850.9.4-BJT	01	18-Nov-00	

778 Confirmations found in AT&T captured data but not in the BellSouth Raw Data files

See file "GA_NOV_Confirms.xls" for list of PON/Versions

281 Duplicate Confirmations in AT&T Captured Data

See file "GA_NOV_Confirms.xls" for list of PON/Versions

Reject Comparison

313 Rejected orders reported in BellSouth raw data files
 429 Reject notices in AT&T captured data

6 Rejects found in BellSouth Raw Data files but not in the AT&T captured data

PO#	VER	Created	Comments
PVT8850.9.8BJ	01	11/18/2000 2:35:02 PM	
PVT8850.9.8	01	11/18/2000 2:30:12 PM	
UAT8850.9.2-BJT	01	11/18/2000 1:37:46 PM	
GA00000000008142	01	11/21/2000 2:58:07 PM	AT&T has Reject for Ver '02'
GA00000000008144	01	11/21/2000 2:58:05 PM	AT&T has Reject for Ver '02'
GA00000000008143	01	11/21/2000 2:57:19 PM	AT&T has Reject for Ver '02'

79 Rejects found in AT&T captured data but not in the BellSouth Raw Data files

See file "GA_NOV_Rejects.xls" for list of PON/Versions

39 Duplicate Rejects in AT&T captured data

Total Number	PO#	VER
3	GA00000000006016	02
2	GA00000000006214	02
2	GA00000000006215	02
2	GA00000000006245	02
2	GA00000000006650	03
2	GA00000000007154	01
2	GA00000000007156	01
2	GA00000000007157	01
2	GA00000000007158	01
2	GA00000000007170	01
3	GA00000000007707	01
3	GA00000000007714	01
3	GA00000000007716	01
2	GA00000000007767	01
2	GA00000000007770	01
2	GA00000000007784	01
2	GA00000000007785	01
3	GA00000000007786	01
4	GA00000000007787	01

Georgia BellSouth Data Reconciliation - November 2000

Total Number	CON	VER
3	GA00000000007795	01
2	GA00000000008174	01
2	GA00000000008434	01
2	GA00000000008544	02
2	GA00000000008643	01
2	GA00000000008716	01
2	GA00000000008821	01
2	GA00000000008824	01
2	GA00000000008852	01
2	GA00000000008874	01
2	GA00000000008881	01
2	GA00000000008890	01

Completion Notice Comparison

BellSouth Raw Data files

803 Completion Notices sent that match criteria in Raw Data User's Manual (RDUM)

At least 4 duplicate PONs in BellSouth Completion Notice raw data – with different commitment dates, service order numbers, and completion dates

GA0000000007066
GA0000000007464
GA0000000007494
GA0000000007514

AT&T Captured Data

1608 Completion Notices received

828 matches with BellSouth PONs¹

780 Completions Notices captured by AT&T not reported in BellSouth raw data files - see file "GA_NOV_Completions.xls" for list of PON/Versions

BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T has not captured

PON	SO NUMBER	COMMIT DATE	COMPLETE DATE	Comments
	COHGJ250	11/24/2000	11/13/2000	
	COJF9057	11/24/2000	11/22/2000	
	COY9R301	11/29/2000	11/29/2000	
8850KMCATT	NOF539H1	11/3/2000	11/3/2000	
CORRECTION	COQM1042	11/22/2000	11/21/2000	
CORRECTION	COLM7307	11/21/2000	11/18/2000	
CORRECTION	COYR8324	11/22/2000	11/21/2000	
CORRECTION	COXFJ167	11/20/2000	11/20/2000	
CORRECTION	COPH8868	12/4/2000	11/21/2000	
CORRECTION	COH19384	11/22/2000	11/21/2000	
FEATURE8850KMC	NOB07935	11/3/2000	11/3/2000	
GA 0000000006289	NOB78B7	11/3/2000	11/3/2000	Format problem

¹ BellSouth does not send Versions for PONs on a Completion Notice. All comparisons must be made against PON regardless of Version.

Georgia BellSouth Data Reconciliation - November 2000

PROB	SOURCE	CM	DATE	EMPL	NET	Comments
GA00000000006261	NO3NXMK8	11/1/2000	11/1/2000			GA004 issue
GA00000000006288	NO65HFR2	11/14/2000	11/14/2000			Reject received
GA00000000006291	NO2CH9Q1	11/14/2000	11/14/2000			Reject received
GA00000000006293	NOFXVWD5	11/14/2000	11/14/2000			Reject received
GA00000000006672	NOBG6873	11/17/2000	11/17/2000			Reject received
GA00000000007183	NO3H0WX9	11/17/2000	11/18/2000			Confirm received
GA00000000007412	NO9J5LK3	11/18/2000	11/18/2000			Confirm received
GA00000000007417	NO5KMVR1	11/18/2000	11/18/2000			Confirm received
GA00000000007811	COJXT614	11/18/2000	11/18/2000			Confirm received
GA00000000007816	COVGP158	11/18/2000	11/18/2000			Confirm received
GA00000000007817	COHNN107	11/18/2000	11/18/2000			Confirm received
GA00000000007838	COC711K5	11/23/2000	11/27/2000			Confirm and reject received
GA00000000007678	COW7M091	11/17/2000	11/17/2000			Format problem
GA00000000008393	COYWJ480	11/29/2000	11/29/2000			format problem

Becker, Charles

From: Gibbs, Edward L, NCAM [edwardgibbs@att.com]
Sent: Thursday, May 17, 2001 7:45 PM
To: Charles Becker (E-mail)
Cc: Barrett, Betty, NCAM; Perry, Joyce M, NCAM
Subject: FW: GA 1000 November Data Reconciliation/Data Integrity

Importance: High


GA BellSouth Data
Reconciliation...


GA_NOV_LSRs.xls


GA_NOV_Confirms.xls


GA_NOV_Rejects.xls


GA_NOV_Completions
.xls

This is a message

that I sent after our morning meeting with BLS on May 11th.

Their response to us during the meeting was PMAP is PMAP. Their response to us after this message was also PMAP is PMAP. They refused to reconcile their data to account for mistakes provided to them via messages like this one.

This is a Phase III issue.

Edward

> -----Original Message-----

> From: Gibbs, Edward L, NCAM
> Sent: Friday, May 11, 2001 1:04 PM
> To: 'ranae.stewart1@bridge.bellsouth.com';
> 'cheryl.richardson@bridge.bellsouth.com';
> 'audrey.b.thomas@bridge.bellsouth.com'
> Cc: Seigler, Bernadette M (Bern); Cain, Donna, NCAM; Perry, Joyce M,
> NCAM
> Subject: FW: GA 1000 November Data Reconciliation/Data Integrity
> Importance: High

> Ranae,

> Interesting meeting today.

> Here is a re-send of my message to you both last April 3, 2001. Was very
> sorry to learn in today's meeting that you had done nothing with this
> message. We obviously feel that it might impact the PMAP metrics
> calculations. At any rate, thanks for agreeing to work this now.

> In accordance with our discussion, please provide to your PMAP group and
> feedback to us.

> Thank you,

> Edward

> -----Original Message-----

> From: Gibbs, Edward L, NCAM
> Sent: Tuesday, April 03, 2001 4:48 PM
> To: 'ranae.stewart1@bridge.bellsouth.com';
> 'cheryl.richardson@bridge.bellsouth.com'
> Cc: Perry, Joyce M, NCAM; Cain, Donna, NCAM; Berger, Denise C, NCAM
> Subject: GA 1000 November Data Reconciliation/Data Integrity
> Importance: High

> Ranae,

> Cheryl,

>
> While awaiting your analysis of our Metrics Reports for the GA1000 Phase
> III performance which we provided to you after our February 23, 2001
> meeting, we took the opportunity to review your official November 2000
> PMAP reports. We found some interesting points for discussion with you.
>
> As such, we would like to add to the Metric reconciliation, a discussion
> about the numerous discrepancies we found with your reported data. Listed
> immediately below are the tables with the variances. The analyses is
> based on orders which were acknowledged by BLS and are categorized by
> LSRs, FOCS, SEMS and CMPs. These are followed by spreadsheets with the
> associated PON data as referenced below each chart.
>
> If you have questions about our reports, please call me at 212-387-5859 or
> Joyce Perry at 212-387-4452. It is our intent to discuss the findings
> from our discussion with the Commission. By the way, when we visited the
> Commission last October, we made a commitment to review Phase III findings
> in January. We are well passed that date. We would like to visit
> Commissioner Burgess within the next two weeks.
>
> Thanks,
>
> Edward
>
> LSR Comparison
>
>
> 2015 LSRs in BellSouth Raw Data Files
>
> 8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data
>
> PON VER CREATE_TS
> GA00000000006707 *Only because VER missing in
> BellSouth data
> UAT8850.9.2-BJT 01 18-Nov-00
> UAT.8850.9-4-BJT 01 18-Nov-00
> PVT8850.9.9 01 18-Nov-00
> PVT8850.9.8BJ 01 18-Nov-00
> PVT8850.9.8 01 18-Nov-00
> PVT8850.9.2-BJT 01 18-Nov-00
> PVT.8850.9.8BJT 01 18-Nov-00
>
>
> CREATE_TS= creation date embedded in the EDI notifier returned to us by
> BLS
>
>
>
>
> 2584 LSRs in AT&T Captured Data
>
> 577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files
>
> See file "GA_NOV_LSRs.xls" for list of PON/Versions
>
>
>
> Confirmation Comparison
> 1596 confirmations reported in BellSouth raw data files
> 1582 matches to AT&T captured data
>
>
> 14 Confirmations found in BellSouth Raw Data files but not in the AT&T
> captured data
>
>
> PON VER Create_ts Comments

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> GA00000000006655      03    03-Nov-00    Reject and Completion
> received
> GA00000000006707      Missing Ver
> GA00000000007413      01    08-Nov-00    Reject and Completion
> received
> GA00000000007414      01    08-Nov-00    Reject and Completion
> received
> GA00000000007415      01    08-Nov-00    Reject and Completion
> received
> GA00000000007416      01    08-Nov-00    Reject and Completion
> received
> GA00000000007418      01    08-Nov-00    Reject and Completion
> received
> GA00000000006650      03    03-Nov-00    Reject and Completion
> received
> GA00000000007419      01    08-Nov-00    Reject and Completion
> received
> PVT.8850.9.8BJT 01    18-Nov-00
> GA00000000007407      01    08-Nov-00    Reject and Completion
> received
> PVT8850.9.9      01    18-Nov-00
> PVT8850.9.2-BJT 01    18-Nov-00
> UAT.8850.9-4-BJT      01    18-Nov-00
>
>
>
>
> 778 Confirmations found in AT&T captured data but not in the BellSouth Raw
> Data files
>
> See file "GA_NOV_Confirms.xls" for list of PON/Versions
>
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>
> 281 Duplicate Confirmations in AT&T Captured Data
>
> See file "GA_NOV_Confirms.xls" for list of PON/Versions
> Reject Comparison
> 313 Rejected orders reported in BellSouth raw data files
> 429 Reject notices in AT&T captured data
>
> 6 Rejects found in BellSouth Raw Data files but not in the AT&T captured
> data
>
> PON VER      Create_ts      Comments
> PVT8850.9.8BJ 01      11/18/2000 2:35:02 PM
> PVT8850.9.8      01      11/18/2000 2:30:12 PM
> UAT8850.9.2-BJT 01      11/18/2000 1:37:46 PM
> GA00000000008142      01      11/21/2000 2:58:07 PM    AT&T has Reject for
> Ver '02'
> GA00000000008144      01      11/21/2000 2:58:05 PM    AT&T has Reject for
> Ver '02'
> GA00000000008143      01      11/21/2000 2:57:19 PM    AT&T has Reject for
> Ver '02'
>
>
>
> 79 Rejects found in AT&T captured data but not in the BellSouth Raw Data
> files
>

```

> See file "GA_NOV_Rejects.xls" for list of PON/Versions

>
>
>
>

> 39 Duplicate Rejects in AT&T captured data

>
>

> Total Number PON VER

> 3 GA00000000006016 02
> 2 GA00000000006214 02
> 2 GA00000000006215 02
> 2 GA00000000006245 02
> 2 GA00000000006650 03
> 2 GA00000000007154 01
> 2 GA00000000007156 01
> 2 GA00000000007157 01
> 2 GA00000000007158 01
> 2 GA00000000007170 01
> 3 GA00000000007707 01
> 3 GA00000000007714 01
> 3 GA00000000007716 01
> 2 GA00000000007767 01
> 2 GA00000000007770 01
> 2 GA00000000007784 01
> 2 GA00000000007785 01
> 3 GA00000000007786 01
> 4 GA00000000007787 01

> Total Number PON VER

> 3 GA00000000007795 01
> 2 GA00000000008174 01
> 2 GA00000000008434 01
> 2 GA00000000008544 02
> 2 GA00000000008643 01
> 2 GA00000000008716 01
> 2 GA00000000008821 01
> 2 GA00000000008824 01
> 2 GA00000000008852 01
> 2 GA00000000008874 01
> 2 GA00000000008881 01
> 2 GA00000000008890 01

>
>

> Completion Notice Comparison

>

> BellSouth Raw Data files

>

> 803 Completion Notices sent that match criteria in Raw Data User's Manual (RDUM)

>

> At least 4 duplicate PONs in BellSouth Completion Notice raw data - with different commitment dates, service order numbers, and completion dates

>

> GA00000000007066
> GA00000000007464
> GA00000000007494
> GA00000000007514

>
>

> AT&T Captured Data

>

> 1608 Completion Notices received

>

> 828 matches with BellSouth PONs

>

> 780 Completions Notices captured by AT&T not reported in BellSouth raw data files - see file "GA_NOV_Completions.xls" for list of PON/Versions

>
 >
 >
 >
 >
 > BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T
 > has not captured

PON SO NBR	CMTT_DATE	CMPLTN_DT	Comments
COHGJ250	11/24/2000	11/13/2000	
COJF9057	11/24/2000	11/22/2000	
COY9R301	11/29/2000	11/29/2000	
8850KMCATT	NOF539H1	11/3/2000	11/3/2000
CORRECTION	COQM1042	11/22/2000	11/21/2000
CORRECTION	COLM7307	11/21/2000	11/18/2000
CORRECTION	COYR8324	11/22/2000	11/21/2000
CORRECTION	COXFJ167	11/20/2000	11/20/2000
CORRECTION	COPH8868	12/4/2000	11/21/2000
CORRECTION	COH19384	11/22/2000	11/21/2000
FEATURE8850KMC	NOB07935	11/3/2000	11/3/2000

GA 0000000006289	NO8T78B7	11/3/2000	11/3/2000
Format problem			
PON SO NBR	CMTT_DATE	CMPLTN_DT	Comments
GA0000000006261	NO3NXMK8	11/1/2000	11/1/2000
GA004 issue			
GA0000000006288	NO65HFR2	11/14/2000	11/14/2000
Reject received			
GA0000000006291	NO2CH9Q1	11/14/2000	11/14/2000
Reject received			
GA0000000006293	NOFXVWD5	11/14/2000	11/14/2000
Reject received			
GA0000000006672	NOBG6873	11/17/2000	11/17/2000
Reject received			
GA0000000007183	NO3H0WX9	11/17/2000	11/18/2000
Confirm received			
GA0000000007412	NO9J5LK3	11/18/2000	11/18/2000
Confirm received			
GA0000000007417	NO5KMVR1	11/18/2000	11/18/2000
Confirm received			
GA0000000007811	COJXT614	11/18/2000	11/18/2000
Confirm received			
GA0000000007816	COVGP158	11/18/2000	11/18/2000
Confirm received			
GA0000000007817	COHNH107	11/18/2000	11/18/2000
Confirm received			
GA0000000007838	COC711K5	11/23/2000	11/27/2000
Confirm and reject received			
GA0000000007678	COW7M091	11/17/2000	11/17/2000
Format problem			
GA0000000008393	COYWJ480	11/29/2000	11/29/2000
format problem			

>
 > These Excel files contain the data to support the numbers in the summary.
 > Please contact us with any questions or comments.

- > <<GA BellSouth Data Reconciliation - November.doc>> <<GA_NOV_LSRs.xls>>
- > <<GA_NOV_Confirms.xls>> <<GA_NOV_Rejects.xls>>
- > <<GA_NOV_Completions.xls>>

Exhibit JMB-4

KY PSC Staff Memorandum re May 10,
2001 Informal Conference



Paul B. Patton, Governor

Ronald B. McCloud, Secretary
Public Protection and
Regulation Cabinet

Thomas M. Dorman
Executive Director
Public Service Commission

COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION
211 SOWER BOULEVARD
POST OFFICE BOX 615
FRANKFORT, KENTUCKY 40602-0615
www.psc.state.ky.us
(502) 564-3940
Fax (502) 564-3460

Martin J. Huelsmann
Chairman

Edward J. Holmes
Vice Chairman

Gary W. Ollis
Commissioner

May 16, 2001

RECEIVED

MAY 24 2001

PSC
FINANCIAL ANALYSIS

PARTIES OF RECORD:
Re: Case No. 2001-105

Attached is a copy of the memorandum which is being filed in the record of the above referenced case. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. Should you have any questions, please contact Bonnie Kittinger at 502/564-3940, Extension 236.

Sincerely,

Thomas M. Dorman
Executive Director

Attachment

615-242-6856



AN EQUAL OPPORTUNITY EMPLOYER M/F/D

INTRA-AGENCY MEMORANDUM
PUBLIC SERVICE COMMISSION

Case No. 2001-107 Main Case File
FROM: Bonnie Kringel
DATE: May 15, 2001
RE: INVESTIGATION CONCERNING THE PROHIBITION OF PROVISION OF
INTERLATA SERVICES BY BELL SOUTH TELECOMMUNICATIONS, INC.
PURSUANT TO THE TELECOMMUNICATIONS ACT OF 1996

On May 10, 2001, an informal conference was held in this case pursuant to notice by the Commission Staff to parties of record on May 4, 2001. Attendees are shown on the attached sign-in sheet.

Staff welcomed attendees and announced that the conference was being broadcast over the Commission's web site.

AT&T representative Sharon Norris presented information regarding Third Party Testing in Georgia and Florida. She has been involved in testing in Florida and Georgia since 1999. It is AT&T's position that the Florida testing is much more comprehensive than the testing in Georgia. Ms. Norris' remarks are summarized in a handout entitled "Third Party Testing, Georgia Vs Florida." There were several references to testimony from KPMG representatives and Ms. Norris agreed that she would file the deposition containing those references as part of her presentation.

Jay Bradbury, also from AT&T, presented information regarding BellSouth's Operations Support Systems (OSS). Most of his remarks are summarized in the handout entitled "OSS Ties It Together, Third Party Testing Checks the Knots." Mr. Bradbury noted that the preordering component was excluded from the Price Waterhouse Coopers (PWC) audit; that there are many fallouts from the electronic ordering system; and that provisioning testing in one state is not evidence that a system is working in another state. He urged the Commission to identify and establish Kentucky performance measurements; engage an independent, third party consultant to determine if OSS testing is needed; and conduct such testing if appropriate, or, if third party testing is not necessary in Kentucky, utilize Florida test data and results in formulating an opinion on Section 271 issues.

Next, Fred McCallum, from BellSouth discussed BellSouth's goals and the evidentiary platform on which BellSouth will rely, including the Kansas/Oklahoma "roadmap" to a Section 271 compliance determination. Most of Mr. McCallum's remarks are summarized in the handout "Kentucky Public Service Commission, May 10, 2001, 271 Informal Conference." He prefaced his remarks by stating that BellSouth's goal is to show the Commission that

commercial usage in Kentucky establishes non-discriminatory access, that the Georgia test is a good test, and that the DOE/SONGS system is merely a piece of the whole picture.

According to Mr. McCallum, 18,000-20,000 CLEC orders per month are now being processed through SONGS in Kentucky and this commercial usage is sufficient to establish that non-discriminatory access is being granted to CLECS. Moreover, BellSouth can prove that its OSS are the same throughout the nine-state region.

The FCC 271 Order for Kansas and Oklahoma stated that, if a BOC proves that its OSS function is the same in one state as in other states, the FCC will consider performance in other states as additional evidence with which to make a determination on compliance. According to BellSouth, the PWC audit of BellSouth's OSS is comparable to the Ernst & Young audit in Kansas and Oklahoma. The FCC accepted the Ernst & Young audit as proof that Kansas and Oklahoma systems were the same as SWBT's system in Texas, which had already been granted approval for long distance service under Section 271 of the Act.

Milton McElroy, from BellSouth, discussed "Regionality Testing" using a handout with the same title. He explained that three service centers handle service orders by function and by CLEC assignment in order to evenly distribute the workload. Atlanta and Birmingham service centers process all requests except preordering and ordering issues for their assigned CLECS and the Jacksonville service center handles preordering and ordering issues for all nine states. He emphasized that DOE and SONGS are a small component of the process.

After explaining the purpose of BellSouth's hiring of PWC to audit its assertions regarding OSS, Mr. McElroy introduced Robert Lattimore, Mike Lawley and Ronald Taylor of the accounting firm.

Each of the PWC representatives discussed various aspects of the attestation examination of BellSouth's management assertions concerning its OSS. Their remarks are summarized in a 17-page handout entitled "BellSouth OSS Region-Wide Comparability." The goal of the audit was to look at actual orders to verify the sameness of functionality and performance of DOE and SONGS, and to ensure that no differences occurred based on the end-user state or the CLEC submitting the order.

According to the PWC representatives, members of the audit team actually sat with BellSouth service representatives at each of the three service centers and observed the way the service representatives processed each request. They saw all of the orders that came to the service representative on the day or days they were present. They do not believe that orders were screened or handpicked for their observation.

The PWC audit did not compare the success rate of DOE and SONGS, according to the firm's representatives. The auditors observed that errors could occur down the line, after the initial acceptance by SOCS; however, no success or failure rate was calculated. BellSouth proffered that such errors down the line would not likely be due to any difference in DOE and SONGS.

Commission Staff pointed out that a primary difference in the attestation audit by Ernst & Young in Kansas and Oklahoma and the audit conducted by PWC, is that the OSS throughout SWBT's region is the same and the Ernst & Young audit was able to attest to that; whereas, in BellSouth's region, five states use one software program, SONGS, while four states use DOE. In BellSouth's region, the attestation audit has concluded that these systems have no material differences in functionality or performance.

In response to questions by Commission Staff, PWC representatives stated that they collected data for each transaction they observed at the service centers; however, that data is not included in their report to BellSouth. Instead, it is part of PWC's work papers and is confidential.

BellSouth was asked if it wanted to withdraw a May 8, 2001 request for Staff to reconsider its position regarding the adequacy of the PWC audit as evidence of 271 compliance. BellSouth wanted to know what the Staff's position is with regard to the audit in view of information provided by PWC representatives. Commission Staff expressed interest in reviewing the data collected by PWC, and on which the accounting firm based its report, since that appears to be similar to data that Staff would attempt to obtain through limited third party testing. BellSouth agreed to discuss the matter further in-house and with PWC to see if the background data could be supplied for Staff review.

A representative of COVAD and other CLEC entities expressed concerns regarding the volume of testing of manual orders in Kentucky, preordering, ordering and line sharing requests, XDSL loops, IDSL loops, jeopardy issues such as missed appointments and similar issues, which may not be satisfied by information gleaned in the Georgia testing and PWC audit.

Fred Gerwing assured everyone that, while BellSouth is confident that the FCC will accept the Georgia testing platform, if it does not, BellSouth will back up and use Florida testing as its proof.

This concluded the informal conference. A copy of each handout referenced herein is being filed in the Main Case File.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

INVESTIGATION CONCERNING THE)
PROPRIETY OF INTERLATA SERVICES)
BY BELL SOUTH TELECOMMUNICATIONS,)
INC., PURSUANT TO THE)
TELECOMMUNICATIONS ACT OF 1996)

CASE NO. 2001-105

=====
May 10, 2001 Informal Conference
=====

Please sign in:

NAME	REPRESENTING
<i>Amy Dougherty</i>	<i>PSC</i>
<i>JEFF Lo Ansoal</i>	<i>PSC</i>
<i>Bonnie Kettner</i>	<i>PSC</i>
<i>Microna Davis</i>	<i>ATT</i>
<i>Carole Wallace</i>	<i>ATT</i>
<i>Janet Hughes</i>	<i>Sprint</i>
<i>Tommy King</i>	<i>Sprint</i>
<i>Jon Hamm</i>	<i>Sprint</i>
<i>Jim Lenihan</i>	<i>Sprint</i>
<i>Kyle B. Miller</i>	<i>PSC</i>
<i>Eric Bowman</i>	<i>PSC</i>
<i>Jim Stevens</i>	<i>PSC</i>
<i>Bob Amato</i>	<i>PSC</i>

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

INVESTIGATION CONCERNING THE)
PROPRIETY OF INTERLATA SERVICES)
BY BELL SOUTH TELECOMMUNICATIONS,)
INC., PURSUANT TO THE)
TELECOMMUNICATIONS ACT OF 1996)

CASE NO. 2001-105

=====
May 10, 2001 Informal Conference
=====

Please sign in:

NAME	REPRESENTING
<u>Amanda Hale</u>	<u>PSC</u>
<u>JIM TIPTON</u>	<u>BELL SOUTH</u>
<u>John A. Burgess</u>	<u>PSC</u>
<u>Kent Hatfield</u>	<u>MCI WorldCom</u>
<u>Cam Dodman</u>	<u>PSC</u>
<u>Larry Harley</u>	<u>PSC</u>
<u>Phyllis Fanning</u>	<u>PSC</u>
<u>Eddy Roberts</u>	<u>Bell South</u>
<u>St. Francis</u>	<u>"</u>
<u>MILTON MCELROY</u>	<u>"</u>
<u>Fred McCann</u>	<u>BellSouth</u>
<u>Dorothy Clark</u>	<u>"</u>
<u>Mike Lawley</u>	<u>PSC</u>

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

INVESTIGATION CONCERNING THE)
PROPRIETY OF INTERLATA SERVICES)
BY BELL SOUTH TELECOMMUNICATIONS,)
INC., PURSUANT TO THE)
TELECOMMUNICATIONS ACT OF 1996)

CASE NO. 2001-105

=====
May 10, 2001 Informal Conference
=====

Please sign in:

NAME

REPRESENTING

Paul Taylor

PRINCIPAL HOUSE COOPERS

ROBERT LATIMORE

" " "

FRED GERWIND

BE

JAY BRADY

ATT

Exhibit JMB-5

Parsed CSR Implementation Schedule

May 24, 2001

Attention CLECs,

One of the action items from our May 23 meeting was to provide the CLEC community with the Georgia PSC filing information for Parsed CSR. The attachment, docket number 11853-U, was filed with the Georgia PSC.

Please let us know if you have questions.

Thanks,

Change Management Team

Parsed CSR Schedule

ACTIVITY	COMPLETION DATE¹
CLEC Requirements Complete	12/7/00
Planning and Analysis Complete	12/29/00
User Requirements Complete	4/9/01
System Requirements Complete	7/16/01
CLEC Review of Core Functionality	10/1/01
Construction Phase Complete	10/29/01
Internal Testing Complete	12/14/01
CAVE Testing Available	12/17/01
Production	1/14/02

¹ These dates are subject to change based upon concurrence from the CLEC community (due May 10, 2001) on new Release Management Plan that BellSouth has proposed to the Change Control Process body.

Exhibit JMB-6

Equivalent Ordering Functionality
Integration and Flow-through

Equivalent ordering functionality

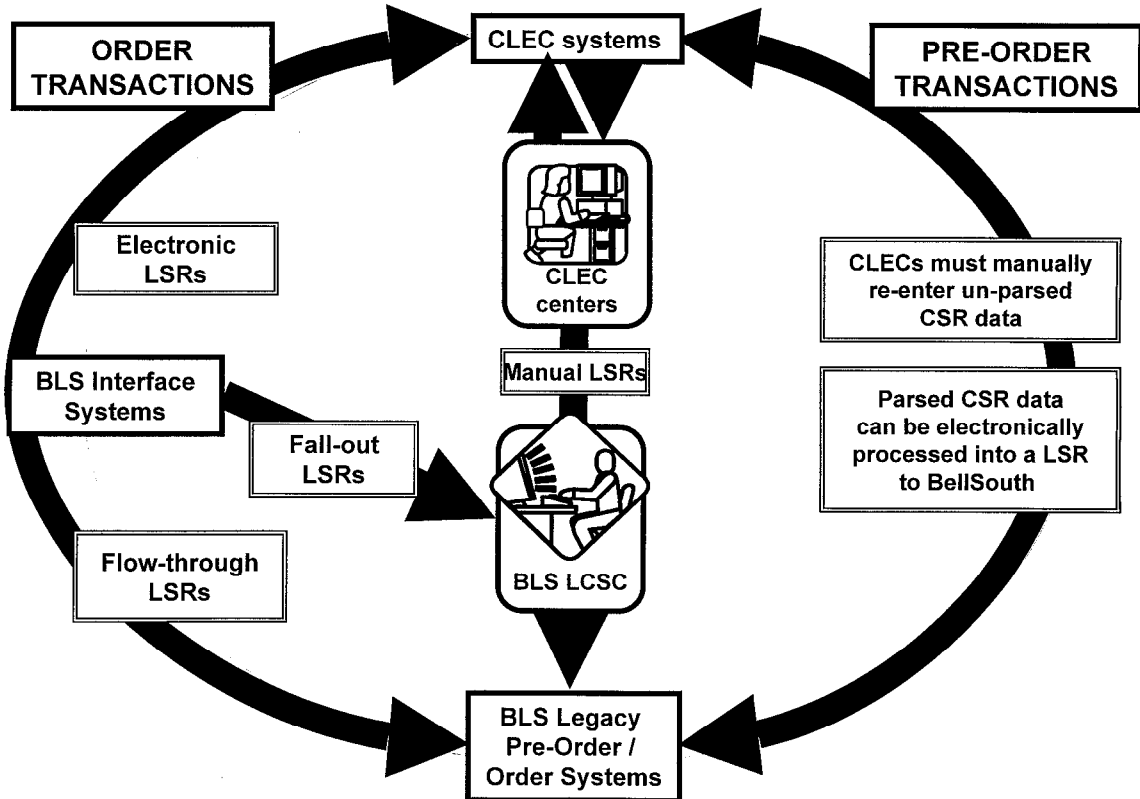
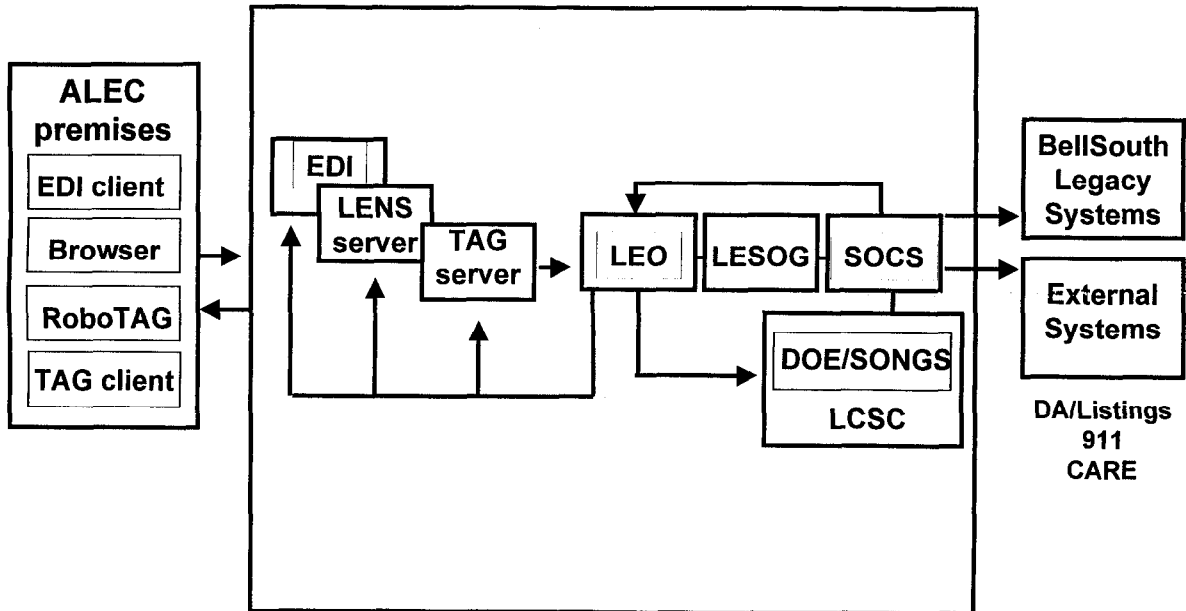


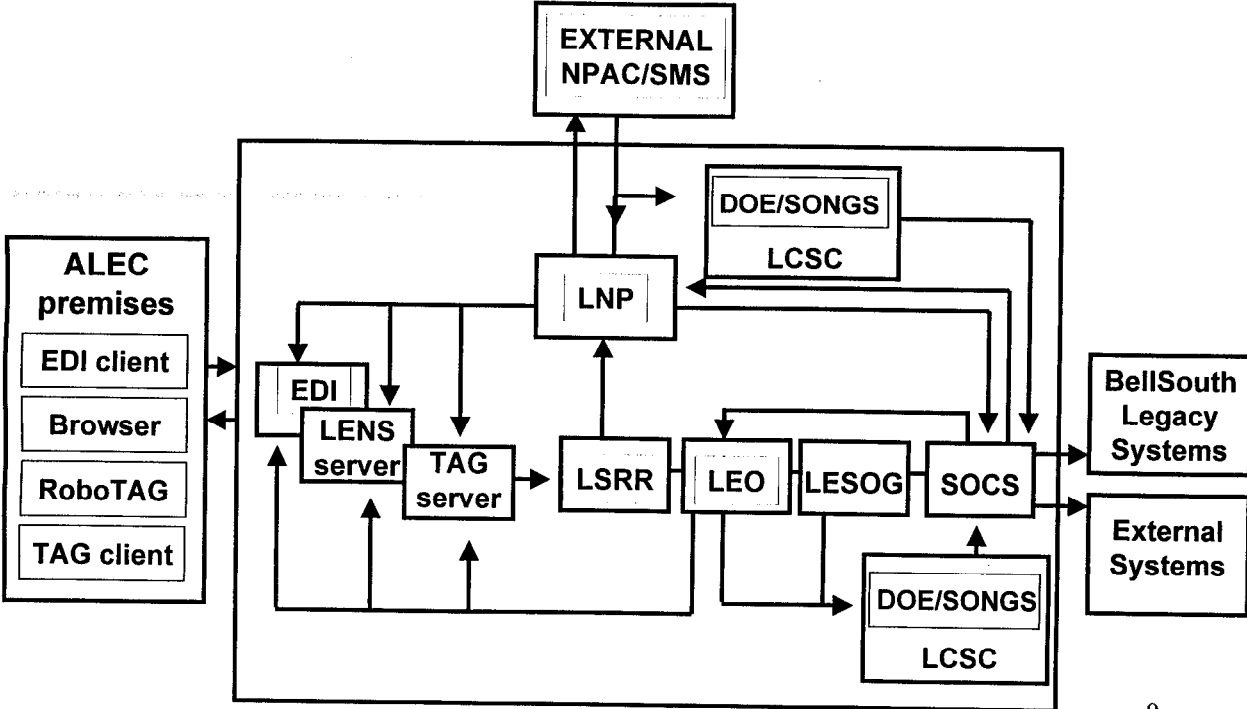
Exhibit JMB-7

Evolution of BellSouth's CLEC OSS
Interfaces and Linkages

Architecture for ALEC LSR processing pre-LNP



Architecture for ALEC LSR processing including LNP



Architecture for ALEC LSRs LNP & DSL

