

FL Third Party Test Metrics Observations & Exceptions Not in Scope for the GA Test

Florida Observations

FL Obs #	FL KPMG Finding	BellSouth Response to SEN-1
14	KPMG cannot replicate the LNP – % Missed Appointments metric	Being tested in GA audit – Phase II
69	The formulas specified in the SQM document for calculating certain SQMs are inconsistent with the benchmarks ordered by the Florida PSC	This issue is state-specific to the Florida SQM, and therefore would not be tested elsewhere
70	The implementation of the exclusions relative to service requests cancelled by the CLEC as stated in the LNP % Rejected Service Requests SQM exclusion section, may lead to misleading metric results	This issue is state-specific to the Florida SQM, and therefore would not be tested elsewhere

Florida Exceptions

FL Exc #	FL KPMG Finding	BellSouth Response to SEN-1
15	KPMG cannot determine whether BST is producing complete SQM reports (conflicting metrics ordered vs. SQM)	This issue is state-specific to the Florida SQM, and therefore would not be tested elsewhere

BellSouth Telecommunication, Inc.
Kentucky Public Service Commission
Case No. 2001-105
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