B. Test Results: GUI Functional Evaluation and Volume Performance Test (POP2)

1.0 Description

The Graphical User Interface (GUI) Functional Evaluation and Volume Performance Test (POP2) evaluated the relevant systems, processes, and other operational elements associated with the Bell Atlantic-Massachusetts (BA-MA) pre-order and order processes. The objective of this test was to validate the existence, functionality, and performance of the interface and processes required by BA-MA for pre-ordering and ordering transaction submissions and responses. POP2 consisted of two components: 1) Functional Evaluation, and 2) Volume Performance Test.

Functional Evaluation

The Functional Evaluation assessed BA-MA's process for handling pre-orders and orders submitted via the GUI. During this test, KPMG Consulting submitted a mix of stand-alone pre-orders and orders, and integrated pre-order and order transaction sets (pre-order response information was used to populate subsequent service requests). Pre-orders and orders with planned errors, expedites, and supplemental service orders such as cancel requests, feature changes, and due date changes were also tested.

Volume Performance Test

The Volume Performance Test reviewed BA-MA's system capabilities, response intervals, and other compliance measures for pre-order and order transactions sent via GUI. The test used projected transaction volumes for the October 2000 timeframe, simulating normal, peak and stress volume conditions.

Volume Performance Test orders were sent in "training mode" whereby order processing stops after service order generation and does not go through provisioning. Order transactions were limited to those that flow-through BA-MA's order processing systems without human intervention. Additionally, functional transactions were submitted concurrent with the volume test.

2.0 Methodology

This section describes the test approach and methodology used to execute the Functional Evaluation and Volume Performance Test.

2.1 Business Process Description

The GUI is accessed by logging in with SecureId through the BA-MA firewall and establishing an interface to the BA-MA GUI application. Once the BA-MA GUI has been accessed, CLECs can submit transactions.

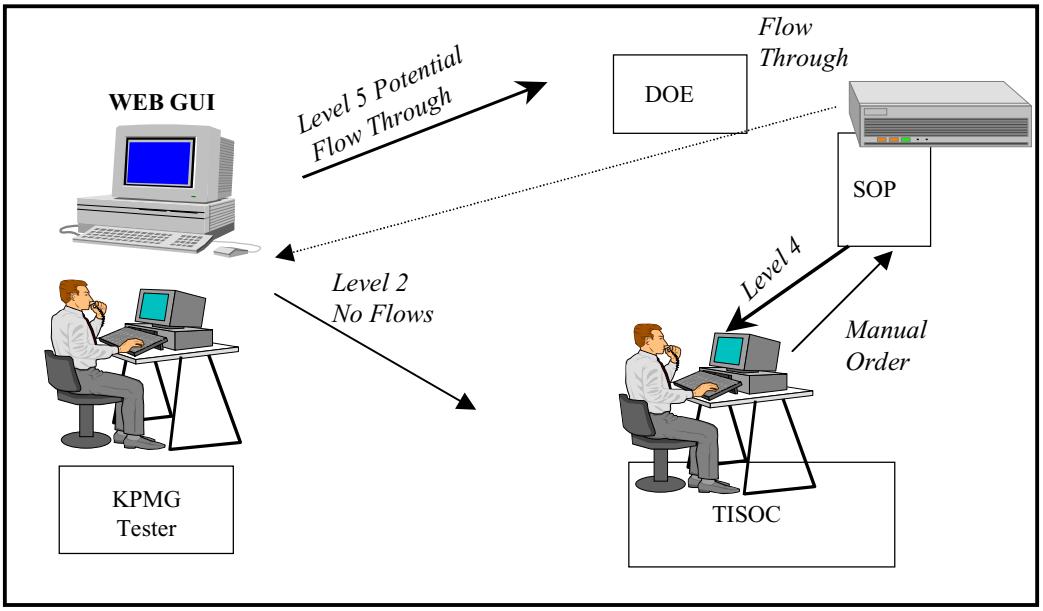
KPMG Consulting evaluated the pre-ordering process and the ordering process. In the pre-ordering process, CLECs submit pre-order inquiries to validate existing customer information, to inquire on facility and technician availability, and to obtain data (e.g., telephone numbers, service feature codes) that may be input on subsequent service orders. In response to a pre-order inquiry, BA-MA posts a valid pre-order response or an error message.

The order process begins with the origination of a Local Service Request (LSR) by a CLEC. Upon receipt of an LSR, BA-MA posts a Functional Acknowledgement (FA) to the web[1], indicating that the GUI file has been successfully received. The LSR passes through the BA-MA order processing environment where systems or representatives perform validations to determine if the order is properly formatted and contains accurate data. If errors are found, BA-MA generates a Standard Error Message (SEM). Depending upon the condition, CLECs can submit a new or supplemental LSR to correct the error. Once the LSR successfully passes through the validation process, a Local Service Confirmation (LSC) is generated. This LSC confirms that BA-MA has validated the LSR and provides a Due Date (DD) on which BA-MA commits to completing the requested service.

BA-MA transmits a Provisioning Completion Notice (PCN) to inform the CLEC that activities to complete the service request have finished[2]. A subsequent Billing Completion Notice (BCN) is delivered following the conclusion of downstream billing system updates.

The chart below provides an overview of the BA-MA GUI Pre-Order and Ordering Processing:

Figure 1: GUI Pre-Ordering and Ordering Process



[1] A Functional Acknowledgement is an interim message that is overlaid with the subsequent response.
[2] BA-MA does not deliver PCNs and BCNs in response to supplemental service requests to cancel an existing LSR.

2.2 Scenarios

The following tables list the pre-order and order scenarios used in POP2.

Table 2-1: Functional Pre-Order Test Scenarios

Pre-Order Activity	Residence	Business
Address Validation Inquiry / Direct Telephone Number (TN) Selection Inquiry	**X**	**X**
Conversational TN Selection Inquiry	**X**	**X**
Conversational TN Reservation Inquiry	**X**	**X**
Access Billing Customer Service Record (CSR) Inquiry	**X**	**X**
Customer Service Record Information, CRIS Inquiry	**X**	**X**
Directory Listing Inquiry	**X**	**X**
Feature and Service Availability Inquiry	**X**	**X**
Installation Status Inquiry	**X**	**X**
Loop Qualification Inquiry	**X**	**X**
xDSL Loop Qualification Inquiry	**X**	**X**
Scheduling & Availability Inquiry	**X**	**X**
Service Order from SOP Inquiry	**X**	**X**
Reservation Maintenance Inquiry	**X**	**X**
Reservation Maintenance Modification Inquiry	**X**	**X**

Table 2-2: Functional Order Test Scenarios - Resale

Ordering Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	Centrex	Private Line
Migration from BA-MA "as is"	**X**	**X**		**X**	**X**	
CLEC to CLEC migration	**X**					
Feature changes to existing customer	**X**	**X**			**X**	
Migration from BA-MA "as specified"	**X**	**X**		**X**	**X**	
New customer	**X**					
Telephone number change	**X**					
Directory change	**X**					

Ordering Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN	Centrex	Private Line
Add lines/trunks/ circuits	X	X	X		X	X
Suspend/restore service	X					
Disconnect (full and partial)		X				X
Convert line to ISDN			X	X		

Table 2-3: Functional Order Test Scenarios – UNE-P

Ordering Activity	Res. POTS	Bus. POTS	Res. ISDN	Bus. ISDN
Migration from BA-MA "as is"	X	X		
Migrate from CLEC to CLEC		X		
Feature changes to existing customer		X		
Migration from BA-MA "as specified"	X	X	X	X
New customer	X	X		
Telephone number change		X		
Directory change	X	X	X	
Add lines/trunks/ circuits		X	X	
Suspend/restore service	X			
Disconnect (full and partial)	X	X		X
Moves (inside and outside)		X		
Convert line to ISDN				X
Convert from Resale to UNE-Platform		X		

Table 2-4: Functional Order Test Scenarios - UNE

Ordering Activity	Analog Loop – 2 wire POTS	Digital Loop – ASDL	Digital Loop – HDSL	Digital Loop - DS1
Migrate lines from BA-MA w/o number port.	X			X
Migrate lines from BA-MA with LNP	X			
Add new lines to existing customer	X	X	X	
Add new interoffice DS1/DS3 facilities	X			

Ordering Activity	Analog Loop – 2 wire POTS	Digital Loop – ASDL	Digital Loop – HDSL	Digital Loop - DS1
Purchase lines for a new customer	X	X	X	X
Disconnect (full and partial)	X			X
Moves (inside and outside)	X			

Table 2-5: Functional Order Test Scenarios – UNE EEL

Ordering Activity	2 wire POTS
Migrate lines from BA-MA w/o number port.	X
Add new lines to existing EEL	X
Purchase lines for a new customer	X
Disconnect (full and partial)	X

Table 2-6: Volume Pre-Order Test Scenarios

Pre-Order Activity	Residence	Business
Address Validation Inquiry/ Direct TN Selection Inquiry	X	
Customer Service Record (CSR) Inquiry – Parsed	X	
Customer Service Record (CSR) Inquiry – Unparsed	X	
Directory Listing Inquiry		X
Feature and Service Availability Inquiry	X	
Loop Qualification Inquiry	X	
xDSL Loop Qualification Inquiry		X
Scheduling &Availability Inquiry	X	

Table 2-7: Volume Order Test Scenarios - Resale

Ordering Activity	Res. POTS	Bus. POTS
Migration from BA-MA “as is”	X	
Feature changes to existing customer		X
Migration from BA-MA “as specified”	X	X
New customer	X	

Ordering Activity	Res. POTS	Bus. POTS
Telephone number change	X	
Directory change	X	
Add lines/trunks/ circuits		X
Suspend/restore service	X	
Disconnect (full and partial)		X

Table 2-8: Volume Order Test Scenarios – UNE-P

Ordering Activity	Res. POTS	Bus. POTS
Migration from BA-MA "as is"	X	
Feature changes to existing customer		X
Migration from BA-MA "as specified"		X
Disconnect (full and partial)	X	
Convert from Resale to UNE-Platform		X

Table 2-9: Volume Order Test Scenarios – UNE

Ordering Activity	Analog Loop – 2 wire POTS
Migrate lines from BA-MA w/o number port	X
Purchase lines for a new customer	X
Convert from resale to UNE loop	X

2.3 Test Targets & Measures

The test target was BA-MA's pre-order and order processes via the GUI. Processes, sub-processes, evaluation measures, and associated test cross-reference numbers are summarized in the following table. The last column, "Test Cross-Reference," indicates where the particular measures are addressed in Section 3.1 "Results & Analysis."

Table 2-10: Test Target Cross-Reference for Pre-orders

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Submit Pre-Order transaction		Accessibility of interface	POP-2-1-1
Submit Pre-Order transaction	Send address request using BTN (AN)	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Send address validation request using WTN	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Send address validation request using address	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Submit Pre-Order transaction	Receive “match” response	Timeliness of response	POP-2-5-1
Submit Pre-Order transaction	Receive “match” response	Accuracy and completeness of response	POP-2-6-1
Submit Pre-Order transaction	Receive “near match” response	Timeliness of response	POP-2-5-1
Submit Pre-Order transaction	Receive “near match” response	Accuracy and completeness of response	POP-2-6-1
Submit Pre-Order transaction	Receive error response	Timeliness of response	POP-2-5-2
Submit Pre-Order transaction	Receive error response	Accuracy of response	POP-2-6-1
Submit Pre-Order transaction	Receive error response	Clarity and completeness of error message	POP-2-6-2
Submit Pre-Order transaction	Send CSR request using BTN (AN)	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Send CSR request using WTN	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Submit Pre-Order transaction	Receive “match” response	Timeliness of response	POP-2-5-1
Submit Pre-Order transaction	Receive “match” response	Accuracy and completeness of response	POP-2-6-1
Submit Pre-Order transaction	Receive error response	Timeliness of response	POP-2-5-2
Submit Pre-Order transaction	Receive error response	Accuracy of response	POP-2-6-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Submit Pre-Order transaction	Receive error response	Clarity and completeness of error message	POP-2-6-2
Submit Pre-Order transaction	Send TN request for a specific number(s)	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Send TN request for a random number(s)	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Send TN request for a range of specific numbers	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Submit Pre-Order transaction	Receive available numbers response	Timeliness of response	POP-2-5-1
Submit Pre-Order transaction	Receive available numbers response	Accuracy and completeness of response	POP-2-6-1
Submit Pre-Order transaction	Receive error response	Timeliness of response	POP-2-5-2
Submit Pre-Order transaction	Receive error response	Accuracy of response	POP-2-6-1
Submit Pre-Order transaction	Receive error response	Clarity and completeness of error message	POP-2-6-2
Submit Pre-Order transaction	Send reservation request for a specific TN	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Send reservation request for a single TN	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Send reservation request for multiple TNs	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Submit Pre-Order transaction	Receive confirmation response	Timeliness of response	POP-2-5-1
Submit Pre-Order transaction	Receive confirmation response	Accuracy and completeness of response	POP-2-6-1
Submit Pre-Order transaction	Receive error response	Timeliness of response	POP-2-5-2
Submit Pre-Order transaction	Receive error response	Accuracy of response	POP-2-6-2
Submit Pre-Order transaction	Receive error response	Clarity and completeness of error message	POP-2-6-2
Submit Pre-Order transaction	Send cancel or exchange reservation for a single TN	Presence of functionality	POP-2-2-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Submit Pre-Order transaction	Send cancel or exchange for multiple TNs	Presence of functionality	POP-2-2-2
Submit Pre-Order transaction	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Submit Pre-Order transaction	Receive confirmation response	Timeliness of response	POP-2-5-1
Submit Pre-Order transaction	Receive confirmation response	Accuracy and completeness of response	POP-2-6-1
Submit Pre-Order transaction	Receive error response	Timeliness of response	POP-2-5-2
Submit Pre-Order transaction	Receive error response	Accuracy of response	POP-2-6-2
Submit Pre-Order transaction	Receive error response	Clarity and completeness of error message	POP-2-6-2
Request available DID number block(s)	See sub-processes identified for "Request Available Telephone Number(s)" listed above		POP-2-2-1, POP-2-2-2, POP-2-6-1, POP-2-6-2, POP-2-5-1, POP-2-5-2
Reserve DID number block(s)	See sub-processes identified for "Reserve TN(s)" listed above		POP-2-2-1, POP-2-2-2, POP-2-6-1, POP-2-6-2, POP-2-5-1, POP-2-5-2
Cancel DID number block reservation	See sub-processes identified for "cancel TN reservation" listed above		POP-2-2-1, POP-2-2-2, POP-2-6-1, POP-2-6-2, POP-2-5-1, POP-2-5-2
Cancel DID number block reservation	Send service availability request	Presence of functionality	POP-2-2-2
Cancel DID number block reservation	Determine PIC/LPIC availability	Presence of functionality	POP-2-2-2
Cancel DID number block reservation	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Cancel DID number block reservation	Receive availability response	Timeliness of response	POP-2-5-1
Cancel DID number block reservation	Receive availability response	Accuracy of response	POP-2-6-1

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Cancel DID number block reservation	Receive availability response	Consistency with retail capability	POP-2-2-2
Cancel DID number block reservation	Receive error response	Timeliness of response	POP-2-5-2
Cancel DID number block reservation	Receive error response	Accuracy of response	POP-2-6-2
Cancel DID number block reservation	Receive error response	Clarity and completeness of error message	POP-2-6-2
Cancel DID number block reservation	Send loop qualification inquiry	Presence of functionality	POP-2-2-2
Cancel DID number block reservation	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Cancel DID number block reservation	Receive loop qualification response	Timeliness of response	POP-2-5-1
Cancel DID number block reservation	Receive loop qualification response	Accuracy and completeness of response	POP-2-4-1
Cancel DID number block reservation	Receive loop qualification response	Consistency with retail capability	POP-2-2-2
Cancel DID number block reservation	Receive error response	Timelines of response	POP-2-5-2
Cancel DID number block reservation	Receive error response	Accuracy of response	POP-2-6-1
Cancel DID number block reservation	Receive error response	Clarity and completeness of error message	POP-2-6-2
Cancel DID number block reservation	Send xDSL loop qualification inquiry	Presence of functionality	POP-2-2-2
Cancel DID number block reservation	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Cancel DID number block reservation	Receive xDSL loop qualification response	Timeliness of response	POP-2-5-1
Cancel DID number block reservation	Receive xDSL loop qualification response	Accuracy and completeness of response	POP-2-6-1
Cancel DID number block reservation	Receive xDSL loop qualification response	Consistency with retail capability	POP-2-2-2
Cancel DID number block reservation	Receive error response	Timeliness of response	POP-2-5-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Cancel DID number block reservation	Receive error response	Accuracy of response	POP-2-6-1
Cancel DID number block reservation	Receive error response	Clarity and completeness of error message	POP-2-6-2
Request access billing customer service record	Send CCSR request using BAN	Presence of functionality	POP-2-2-2
Request access billing customer service record	Send CCSR request using TN	Presence of functionality	POP-2-2-2
Request access billing customer service record	Send CCSR request for the Service and Feature section	Presence of functionality	POP-2-2-2
Request access billing customer service record	Send CCSR request for the Account Summary section	Presence of functionality	POP-2-2-2
Request access billing customer service record	Send CCSR request for the Account ID section	Presence of functionality	POP-2-2-2
Request access billing customer service record	Send CCSR request for the Remarks section	Presence of functionality	POP-2-2-2
Request access billing customer service record	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Request access billing customer service record	Receive “match” response	Timeliness of response	POP-2-5-1
Request access billing customer service record	Receive “match” response	Accuracy and completeness of response	POP-2-6-1
Request access billing customer service record	Receive error response	Timeliness of response	POP-2-5-2
Request access billing customer service record	Receive error response	Accuracy of response	POP-2-6-2
Request access billing customer service record	Receive error response	Clarity and completeness of error message	POP-2-6-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Request access billing customer service record	Send installation status request	Presence of functionality	POP-2-2-2
Request access billing customer service record	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Request access billing customer service record	Receive installation status response	Timeliness of response	POP-2-5-1
Request access billing customer service record	Receive installation status response	Accuracy and completeness of response	POP-2-6-1
Request access billing customer service record	Receive installation status response	Consistency with retail capability	POP-2-2-2
Request access billing customer service record	Receive error response	Timeliness of response	POP-2-5-2
Request access billing customer service record	Receive error response	Accuracy of response	POP-2-6-2
Request access billing customer service record	Receive error response	Clarity and completeness of error message	POP-2-6-2
Request access billing customer service record	Send service order from SOP request	Presence of functionality	POP-2-2-2
Request access billing customer service record	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Request access billing customer service record	Receive service order from SOP response	Timeliness of response	POP-2-5-1
Request access billing customer service record	Receive service order from SOP response	Accuracy and completeness of response	POP-2-6-1
Request access billing customer service record	Receive service order from SOP response	Consistency with retail capability	POP-2-2-2

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Request access billing customer service record	Receive error response	Timeliness of response	POP-2-5-2
Request access billing customer service record	Receive error response	Accuracy of response	POP-2-6-2
Request access billing customer service record	Receive error response	Clarity and completeness of error message	POP-2-6-2
Request access billing customer service record	Send directory listing inquiry	Presence of functionality	POP-2-2-2
Request access billing customer service record	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Request access billing customer service record	Receive directory listing response	Timeliness of response	POP-2-5-1
Request access billing customer service record	Receive directory listing response	Accuracy and completeness of response	POP-2-6-1
Request access billing customer service record	Receive error response	Timeliness of response	POP-2-5-2
Request access billing customer service record	Receive error response	Accuracy of response	POP-2-6-2
Request access billing customer service record	Receive error response	Clarity and completeness of error message	POP-2-6-2
Request access billing customer service record	Send Scheduling and Availability inquiry	Presence of functionality	POP-2-2-2
Request access billing customer service record	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Request access billing customer service record	Receive Scheduling and Availability response	Timeliness of response	POP-2-5-1
Request access billing customer service record	Receive Scheduling and Availability response	Accuracy and completeness of response	POP-2-6-1

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Request access billing customer service record	Receive error response	Timeliness of response	POP-2-5-2
Request access billing customer service record	Receive error response	Accuracy of response	POP-2-6-2
Request access billing customer service record	Receive error response	Clarity and completeness of error message	POP-2-6-2
Request access billing customer service record	Send reservation maintenance inquiry	Presence of functionality	POP-2-2-2
Request access billing customer service record	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Request access billing customer service record	Receive reservation maintenance response	Timeliness of response	POP-2-5-1
Request access billing customer service record	Receive reservation maintenance response	Accuracy and completeness of response	POP-2-6-1
Request access billing customer service record	Receive error response	Timeliness of response	POP-2-5-2
Request access billing customer service record	Receive error response	Accuracy of response	POP-2-6-2
Request access billing customer service record	Receive error response	Clarity and completeness of error message	POP-2-6-2
Request access billing customer service record	Send maintenance modification inquiry	Presence of functionality	POP-2-2-2
Request access billing customer service record	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Request access billing customer service record	Receive maintenance modification response	Timeliness of response	POP-2-5-1
Request access billing customer service record	Receive maintenance modification response	Accuracy and completeness of response	POP-2-6-1

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Request access billing customer service record	Receive error response	Timeliness of response	POP-2-5-2
Request access billing customer service record	Receive error response	Accuracy of response	POP-2-6-2
Request access billing customer service record	Receive error response	Clarity and completeness of error message	POP-2-6-2
Follow up on delayed Pre-Order activities	Contact pre-ordering work center help desk	Timeliness of answer Availability of support	POP-5-6, POP-5-8
Follow up on delayed Pre-Order activities	Request status of response	Timeliness of response	POP-5-8
Follow up on delayed Pre-Order activities	Request status of response	Accuracy and completeness of response	POP-5-7
Follow up on delayed Pre-Order activities	Escalate request for information	Accuracy and completeness of procedures	POP-5-14
Follow up on delayed Pre-Order activities	Escalate request for information	Compliance to procedures	POP-5-14
Request pre-order transaction population support	Contact appropriate work center or help desk	Timeliness of answer	POP-5-6
Request pre-order transaction population support	Contact appropriate work center or help desk	Availability of support	POP-5-3, POP-5-6
Request pre-order transaction population support	Ask question	Timeliness of response	POP-5-8
Request pre-order transaction population support	Ask question	Accuracy and completeness of response	POP-5-7
Request pre-order error correction support	Contact appropriate work center or help desk	Timeliness of answer	POP-5-6
Request pre-order error correction support	Contact appropriate work center or help desk	Availability of support	POP-5-3, POP-5-6

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Request pre-order error correction support	Ask question	Timeliness of response	POP-5-8
Request pre-order error correction support	Ask question	Accuracy and completeness of response	POP-5-7

Table 2-11: Test Target Cross-Reference for Orders

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Submit order		Accessibility of interface	POP-2-1-1
Submit order	Send order transaction	Presence of functionality	POP-2-2-3
Submit order	Send expedited order transaction	Presence of functionality	POP-2-2-3
Submit order	Verify receipt of response	Presence of response	POP-2-2-1, POP-2-3-1
Submit order	Receive confirmation of request (LSC)	Timeliness of response	POP-2-4-1, POP-2-4-2, POP-2-5-3
Submit order	Receive confirmation of request (LSC)	Accuracy and completeness of response	POP-2-6-3
Submit order	Receive error/reject notification	Timeliness of response[3]	N/A
Submit order	Receive error/reject notification	Accuracy of response	POP-2-6-5
Submit order	Receive error/reject notification	Clarity and completeness of error message	POP-2-6-5
Submit order	Receive acceptance of expedited due date	Timeliness of response	POP-2-4-1, POP-2-5-3
Submit order	Receive acceptance of expedited due date	Accuracy and completeness of response	POP-1-6-3
Submit order	Receive rejection of expedited due date request	Timeliness of response	N/A
Submit order	Receive rejection of expedited due date request	Accuracy and completeness of response	POP-2-6-5
Submit order	Send supplement	Presence of functionality	POP-2-2-3
Submit order	Verify receipt of response	Presence of response	POP-2-2-2, POP-2-3-2
Submit order	Receive confirmation of supplement	Timeliness of response	POP-2-4-1, POP-2-4-2, POP-2-5-3

[3] The SEM response does not contain a timestamp indicating when BA-MA delivered the response.

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Submit order	Receive confirmation of supplement	Accuracy of response	POP-2-6-3
Submit order	Receive error/reject notification	Timeliness of response	N/A
Submit order	Receive error/reject notification	Accuracy of response	POP-2-6-5
Submit order	Receive error/reject notification	Clarity and completeness of error message	POP-2-6-5
View completed order information	Inquire on completed order	Presence of functionality	POP-2-2-2
View completed order information	Inquire on completed order	Consistency with retail capability	POP-2-2-2
Follow Up on delayed order activities	Contact ordering work center help desk	Timeliness of answer	POP-5-6
Follow Up on delayed order activities	Contact ordering work center help desk	Availability of support	POP-5-3
Follow Up on delayed order activities	Request status of response	Timeliness of response	POP-5-6
Follow Up on delayed order activities	Request status of response	Accuracy and completeness of response	POP-5-7
Follow Up on delayed order activities	Escalate request for information	Accuracy and completeness of procedures	POP-5-14
Follow Up on delayed order activities	Escalate request for information	Compliance to procedures	POP-5-14
Follow Up on delayed order activities	Monitor closure of request	Completeness and accuracy of follow-up	POP-5-9
Follow Up on delayed order activities	Monitor closure of request	Timeliness of answer	POP-5-8
Request order population support	Contact appropriate work center or help desk	Availability of support	POP-5-3, POP-5-6

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Request order population support	Ask question	Timeliness of response	POP-5-8
Request order population support	Ask question	Accuracy and completeness of response	POP-5-7
Request order error correction support	Contact appropriate work center or help desk	Timeliness of answer	POP-5-6
Request order error correction support	Contact appropriate work center or help desk	Availability of support	POP-5-3, POP-5-6
Request order error correction support	Ask question	Timeliness of response	POP-5-8
Request order error correction support	Ask question	Accuracy and completeness of response	POP-5-7
Receive Provisioning completion notification	Receive Provisioning completion notification transaction	Timeliness of response	POP-2-4-3
Receive Provisioning completion notification	Receive Provisioning completion notification transaction	Timeliness of dates	POP-7-1-1
Receive Provisioning completion notification	Receive Provisioning completion notification transaction	Accuracy of data	POP-2-6-6, POP-2-6-7
Receive Provisioning completion notification	Match response to order transaction and confirmation	Accuracy of provisioning	POP-7-1-1, POP-7-1-2, POP-7-1-3
Receive Provisioning completion notification	Verify receipt of completion notification	Completion notification received for all transactions	POP-2-4-3
Receive jeopardy notification[4]	Receive jeopardy notification	Timeliness of notification	N/A
Receive jeopardy notification	Receive jeopardy notification	Timeliness of dates	N/A
Receive jeopardy notification	Receive jeopardy notification	Accuracy of data	N/A

[4] BA-MA plans to implement an electronic Jeopardy Notification process in August for "Non-Dispatch" orders and in October for "Dispatch" orders (See Bell Atlantic Change Request #1601).

Process	Sub-Process	Evaluation Measure	Test Cross-Reference
Receive jeopardy notification	Receive jeopardy notification	Frequency of notification	N/A
Receive jeopardy notification	Identify reason for jeopardy	Accuracy of response	N/A
Receive Billing completion notification	Receive Billing completion notification transaction	Timeliness of response[5]	N/A
Receive Billing completion notification	Receive Billing completion notification transaction	Timeliness of dates	BLG-6-4-9
Receive Billing completion notification	Receive Billing completion notification transaction	Accuracy of data	POP-2-6-7 and BLG-6-4-9

2.4 Data Sources

The data collected for the test are summarized in the table below.

Table 2-12: Data Sources for GUI Functional Evaluation and Volume Performance Test

Document	File Name	Location in Work Papers	Source
Bell Atlantic-North Order Business Rules LSOG 2 Versions 1.7, 1.8.1, and 1.10.1	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Pre-Order Business Rules Version LSOG 3 Versions 2.5.1, 2.6.1, 2.7.1, and 2.8.1	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Order Business Rules Version LSOG 4 Versions 4.1.1 and 4.3.1	Hard Copy	Engagement File Work Papers	Bell Atlantic

[5] The BCN response does not contain a timestamp indicating when BA-MA delivered the response.

Document	File Name	Location in Work Papers	Source
Bell Atlantic Pre-Order Business Rules LSOG 4 Versions 4.1.1 and 4.3.1	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic CLEC Handbook Series, Vol. I (March 1999 and March 2000 versions)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic CLEC/ Resale Handbook Series Vol. II (September 1999 and March 2000 versions)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic CLEC Handbook Series, Vol. III (March 1999 and March 2000 versions)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Resale Handbook Series, Vol. I (September 1999)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Resale Handbook Series, Vol. III (September 1999)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Local Services Common Web GUI User Guide Version 3.3 (October 1999) and Version 3.4 (January 2000)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Direct Carrier Access System (DCAS) User Guide for Unbundled Network Elements (UNEs) (As supplied during Bell Atlantic training in October 1999)	Hard Copy	Engagement File Work Papers	Bell Atlantic

Document	File Name	Location in Work Papers	Source
Bell Atlantic Telecom Industry Service Resale Training Non-Complex Products and Services Student Guide (As supplied during Bell Atlantic training in October 1999)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Telecom Industry Service Resale Training Complex Products and Services Student Guide (As supplied during Bell Atlantic training in October 1999)	Hard Copy	Engagement File Work Papers	Bell Atlantic
MA USOC Codes (FTP January 11, 2000)	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Access Service Request (ASR) Business Rules Versions 21 and 21.3	Hard Copy	Engagement File Work Papers	Bell Atlantic
Resale Volume III 3.4 Date Due Provisioning Processes/Intervals	Hard Copy	Engagement File Work Papers	Bell Atlantic
Bell Atlantic Pre-Order, Order and Trouble Administration Error Messages, February 2000	Hard Copy	Engagement File Work Papers	Bell Atlantic
Intervals for Unbundled Network Elements	UNEInterval.xls	POP-2-A-1	Bell Atlantic
Resale Intervals	ResaleInterval.xls	POP-2-A-2	Bell Atlantic

Document	File Name	Location in Work Papers	Source
Initial State Customer Service Records (CSRs)	StartCSR.mdb	POP-2-B-1	KPMG Consulting
Post-Activity Customer Service Records (CSRs)	PostCSR.mdb	POP-2-C-1	KPMG Consulting
POP Test Bed Specifications	POPtestbedspecs.xls	POP-2-D-1	KPMG Consulting
Test Case Master	MALSOG2testcase.xls	POP-2-D-2	KPMG Consulting
Transaction Submission Schedule	MALSOG2sched.xls	POP-2-D-3	KPMG Consulting
Facilities Management Tracking Log	MALSOG2facil.xls	POP-2-D-4	KPMG Consulting
Pre-Order/Order Integration Log	MAIntegration.xls	POP-2-D-5	KPMG Consulting
GUI Downtime Log (Compilation of BA-MA Change Control Notices)	MAGUIDown.xls	POP-2-D-6	KPMG Consulting
Expected Results Analysis Log	MAGUIExpected.xls	POP-2-D-7	KPMG Consulting
Actual monthly Pre-Order and Order transaction quantities	MAVoltransqty.xls	POP-1-E-1	Bell Atlantic
Actual time of day distribution of Pre-Orders and Orders	MAVoldistrib.xls	POP-1-E-1	Bell Atlantic
Forecasted Order levels	MAVolOrderfrcst.xls	POP-1-E-1	Bell Atlantic

Document	File Name	Location in Work Papers	Source
Actual monthly Pre-Order and Order transaction quantities	MAVoltransqtyCLEC.xls	POP-1-E-1	CLECs
Forecasted Order levels	MAVolOrderfrcstCLEC.xls	POP-1-E-1	CLECs

2.4.1 Data Generation/Volumes

KPMG Consulting determined appropriate transaction levels for Functional testing by analyzing the available pre-order types and order delivery methods and activity types. Appropriate transaction levels for Volume testing were determined by analyzing the available pre-order types and flow-through eligible order delivery methods and activity types.

The number of transactions submitted for Normal volume testing was determined using forecast information obtained from BA-MA and CLECs as an input. KPMG Consulting projected Normal volumes for pre-order and order transactions in October 2000.

The Peak test was designed to replicate a level of activity that BA-MA experiences during peak periods. The BA-MA order data was analyzed for Peak days over the first quarter of 2000, and the five days with the highest total order level were compared to the average level over the same period. This data was found to support a peak level activity of 125% of a Normal day.

In the Stress test, the BA-MA systems were tested at volume levels between 150% and 200% of baseline level activities.

2.5 Evaluation Methods

The Master Test Plan defined a range of pre-order and order scenarios to be tested in POP2. The scenarios outline, at a high level, the specific products and services to be ordered and activity types to be requested. Using these test scenario descriptions, KPMG Consulting developed test cases for each scenario. The test cases contain a more detailed description of the order to be executed, defining, for example, customer types (business and residential), migration activity (partial and full migration[6]), and flow-through designations.

Each test case was then used to generate distinct pre-order and order transactions. BA-MA provided "test bed accounts" against which pre-order and order transactions could be placed. The Pre-Order and Order transaction scenarios and test cases represented a range of service families (e.g., POTS, ISDN, and Centrex) executed against a variety of service delivery methods (Resale, UNE, and UNE-P) and activity types (e.g. New, Change, Disconnect, Move).

[6] A full migration converts all of a customer's lines to a new service provider. A partial migration retains at least one-line with BA-MA and converts some lines to a CLEC.

2.5.1 Functional Evaluation

Transaction responses were evaluated for consistency with the pre-order and order business process flow, as described in section 2.1. In addition, KPMG Consulting evaluated transactions to determine if they "flowed-through" BA-MA interfaces without human intervention. For both sets of test activities, KPMG Consulting evaluated the timeliness, accuracy, clarity, and completeness of responses.

To prepare pre-order and order transactions, KPMG Consulting used the BA-MA business rules and GUI User Guide. The business rules detail the form and field information needed to submit valid pre-order inquiries and order requests. The GUI User Guide provides an overview of creating and monitoring responses for pre-order inquiries and service order requests via the GUI.

KPMG Consulting submitted stand-alone pre-orders and orders to evaluate BA-MA system functionality. Pre-orders were also submitted to obtain information necessary to validate customer information or to provide input for a subsequent order.

KPMG Consulting monitored the progress and status of submitted pre-orders and orders through transaction completion. Transactions receiving errors were researched (either internally or with the Bell Atlantic-MA Help Desk), corrected, and re-submitted as appropriate. GUI information (e.g. date, timestamp) pertaining to the submissions and response postings were captured by KPMG Consulting, where possible[7]. KPMG Consulting also investigated missing, late, and/or incorrect responses.

2.5.2 Volume Performance Test

For the Volume Performance Test, KPMG Consulting submitted a mix of pre-order and order transactions over a four day schedule. Transactions were analyzed for trends relative to time of day, service delivery method, and product family. KPMG Consulting collected and evaluated the time stamps associated with all outgoing GUI pre-order and order submissions, as well as the time stamps associated with incoming GUI responses. In addition, KPMG Consulting evaluated transactions to determine if they "flowed-through" Bell Atlantic-MA interfaces without human intervention.

The Volume Performance Test differed from the GUI Functional Test in two ways:

1) Orders were sent using training mode to allow multiple orders for the same account to be sent without exhausting the test bed; and

2) Orders chosen were flow-through eligible.

[7] BA-MA provides timestamps for all responses except error messages and Billing Completion Notices.

The Volume Performance Test was conducted in three phases:

1) A Normal volume test using projected transaction volume levels for October, 2000, run over two 24-hour periods[8].

2) A Peak test using volumes at 125% of the normal volume test, run over one 24-hour period. In this test, a number of transactions were purposely submitted with error conditions.

3) A Stress test using volumes at 150% of the normal volume test, gradually increasing to 200%, run over one four-hour period.

The pre-order and order transaction volumes calculated for Normal day testing were developed using information provided by Bell Atlantic-MA and the CLEC community. Peak day and Stress day volumes were derived from Bell Atlantic-MA volume history for Bell Atlantic-North.

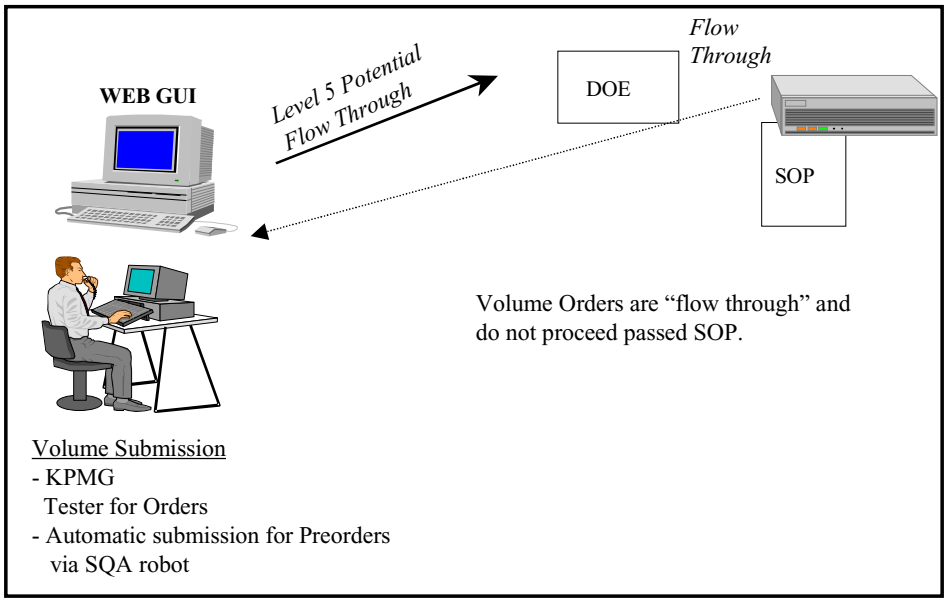
All three Volume Tests (Normal, Peak and Stress) used the same set of test cases, with one exception. For the Peak Test, a number of pre-order and order transactions were submitted with error conditions to test how BA-MA's systems handled such transactions under Volume Test conditions.

For each volume day, the planned pre-order and order transactions were distributed throughout the testing window based on BA-MA's reported hourly distribution. Once the distribution was determined, each transaction was then assigned an interface (EDI, GUI) through which it was to be submitted. 96% were submitted through EDI and 4% through the GUI. GUI and EDI transactions were submitted concurrently during the Volume tests. The orders and pre-orders were distributed over the test scenarios described in Section 2.2.

As pre-order and order volume transactions were submitted, positive confirmations or error messages were posted and recorded. A transaction was deemed complete if one of the following was received: positive pre-order response, a LSC, or an error message. The chart below provides an overview of the Volume Performance Test process:

[8] Some transactions executed in the 24-hour test were submitted during BA-MA's Service Order Processor scheduled downtime: 12AM to 7AM on non-holiday weekdays.

Figure 2: GUI Volume Test Process



2.6 Analysis Methods

The Functional Evaluation and Volume Performance Test included a checklist of evaluation measures developed by KPMG Consulting during the initial phase of the Bell Atlantic-Massachusetts OSS Evaluation. These evaluation measures, detailed in the *Master Test Plan*, provided the framework of norms, standards and guidelines for the POP2 evaluation.

The data collected was analyzed employing the evaluation measures referenced above.

KPMG Consulting assigned results to evaluation criteria based on standards defined in the New York State Carrier-to-Carrier Guidelines (C2C): Performance Standards and Reports[9]. For those evaluation criteria that do not map to the C2C metrics or map to metrics for which no standard was available, KPMG Consulting has applied its own guideline, based on professional judgement.

3.0 Results Summary – LSOG 2

This section identifies the evaluation criteria and test results.

[9] In a letter dated January 14, 2000, the MA Department of Telecommunications and Energy (DTE) directed KPMG Consulting to use the New York Carrier-to-Carrier Guidelines as the basis for evaluations outlined in the MA *Master Test Plan*. The February 28, 2000 Carrier-to-Carrier Guidelines are the most recent version available at the time of this report writing.

3.1 Results & Analysis

The results of the GUI Functional Evaluation of LSOG 2 transactions are presented in the table below.

Table 2-13: POP2 Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
	Interface Availability:		
POP-2-1-1	GUI pre-order and order capability is consistently available during scheduled hours of operation[10].	Satisfied	During the course of this test, KPMG Consulting monitored instances of GUI downtime as reported by BA-MA Change Control notices[11]. Based on information derived from these downtime notices, KPMG Consulting observed that the BA-MA GUI was available during 99.85% of scheduled hours of availability[12]. The frequency and duration of GUI downtime did not significantly impact KPMG Consulting's ability to conduct routine pre-order and order business operations.
	Presence of Functionality – Functional Evaluation:		
POP-2-2-1	BA-MA system or representative provides responses to all transactions.	Satisfied	Of the 155 pre-order transactions submitted during the Functional Evaluation, 100% received responses (pre-order error messages or valid responses) from BA-MA. Of the 169 order transactions submitted during the Functional Evaluation, 99.4% received responses (error message or confirmation) from BA-MA.

[10] Scheduled hours of "Prime Time" availability are defined as 6AM – 12 midnight Monday through Saturday, excluding holidays. Scheduled hours of "Non-Prime Time" are defined as 12:01 – 5:59 AM Monday though Saturday, plus Sundays and holidays.
[11] KPMG Consulting reviewed BA-MA Change Control notices concerning total interface downtime (and not specific back-end system downtimes) to calculate interface availability results.
[12] The GUI was available during 99.81% of scheduled Prime Time availability and 100% of scheduled Non Prime Time availability.

Test Cross-Reference	Evaluation Criteria	Result	Comments
POP-2-2-2	BA-MA system or representative provides required pre-order functionality.	Satisfied	BA-MA systems and representatives provided appropriate functionality to process all of the pre-order transaction types evaluated during the course of this test (see Table 2-1).
POP-2-2-3	BA-MA system or representative provides required order transaction functionality.	Satisfied	BA-MA systems and representatives provided appropriate functionality to process all of the order transaction types evaluated during the course of this test (See Tables 2-2 through 2-5).
	Presence of Functionality – Volume Performance Test:		
POP-2-3-1	BA-MA system or representative provides responses to all transactions.	Satisfied	Of the 2,061 pre-order transactions sent during the Volume Test, 99.8% received responses. Of the 600 order transactions sent during the Volume Test, 100% received responses.
	Timeliness of Response – Functional Evaluation:		
POP-2-4-1	BA-MA system or representative provides timely Local Service Confirmations (LSCs) in response to Flow-Through (FT) LSRs.	Satisfied	The standard for LSC response timeliness defined in the C2C Guidelines for FT orders is 95% received within two hours. Based on Functional Evaluation data, 100% of FT LSCs were returned within 2 hours[13]. See Table 2-14 for additional detail on FT LSC timeliness.

[13] KPMG Consulting utilized timestamp information delivered by BA-MA in the LSC response to calculate LSC Timeliness.

Test Cross-Reference	Evaluation Criteria	Result	Comments
POP-2-4-2	BA-MA system or representative provides timely Local Service Confirmations (LSCs) in response to Non-Flow-Through (NFT) LSRs.	Satisfied	The standard for LSC response timeliness defined in the C2C Guidelines for NFT orders for < 10 lines is 95% received within 24 hours. Based on Functional Evaluation data, 98.3% of < 10 line NFT LSCs were returned within 24 hours[14]. The C2C standard for NFT orders >= 10 lines is 72 hours. Based on Functional Evaluation data, 100% of >= 10 line NFT LSCs were returned within 72 hours. See Table 2-14 for additional detail on NFT LSC timeliness.
POP-2-4-3	BA-MA system or representative provides timely Provisioning Completion Notifications (PCNs).	Satisfied	The standard for PCN response timeliness defined in the C2C Guidelines for Resale and UNE (excluding loop conversions) orders is 95% of PCNs orders delivered by noon one business day following work completion[15]. 96.2% of PCNs received were delivered by noon one business day after the PCN CD[16]. An additional 2.5% were delivered within 2 business days.
	Timeliness of Response – Volume Performance Test:		
POP-2-5-1	BA-MA system or representative provides timely pre-order responses.	Satisfied	The standard for pre-order response timeliness defined in the C2C Guidelines is "Parity plus not more than four seconds"[17]. Average response time for CSRs, DDAs, and ADRs (both stand-alone address validations and validations combined with a TN reservation) was within the associated C2C standards.

[14] Of the two late LSCs, one was received within two business days, and one within eight business days.
[15] KPMG Consulting derived a service order's work completion date from the Completion Date (CD) data element returned within the PCN response.
[16] Of these, one transaction received a PCN *prior* to the Completion Date (CD) provided within the PCN.
[17] BA-MA pre-order timeliness data (i.e., parity measures) were obtained from BA-MA Enview simulation data for the period May 15 through June 12. KPMG Consulting pre-order timeliness measures were compared to this parity standard in order to derive results.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			Average response time for PSAs exceeded the associated C2C standards. However, 95% of PSAs were received within 10 seconds. See Figure 3 for additional detail on PSA timeliness. BA-MA retail analog data was not available for all pre-order inquiry types. For those pre-orders not evaluated against BA-MA retail data: Average response time for DLRs, and LQBs was within 10 seconds. Average response time for LXRs was 17.7 seconds. See Table 2-15 for additional detail of pre-order response timeliness.
POP-2-5-2	BA-MA system or representative provides timely pre-order error messages.	Satisfied	The standard for pre-order response timeliness defined in the C2C Guidelines is "Parity plus not more than four seconds"[18]. Based on BA-MA Retail analog data, this standard equates to 4.06 seconds. Of the 2, 061 transaction sent, only 12 pre-order errors were received. BA-MA delivered these pre-order errors within an average of 6.83 seconds. However, 9 of 12 responses were received within 5 seconds.
POP-2-5-3	BA-MA system or representative provides timely Local Service Confirmations (LSCs) in response to Flow-Through (FT) LSRs.	Satisfied	The standard for LSC response timeliness defined in the C2C Guidelines for Flow Through orders is 95% received within two hours. For the Volume Performance test, 100% of FT LSCs were returned within 2 hours.

[18] BA-MA pre-order timeliness data (i.e., parity measures) were obtained from BA-MA Enview simulation data for the period May 15 through June 12. KPMG Consulting pre-order timeliness measures were compared to this parity standard in order to derive results.

Test Cross-Reference	Evaluation Criteria	Result	Comments
	Accuracy of Response:		
POP-2-6-1	BA-MA system or representative provides clear, accurate and complete pre-order responses.	Satisfied	A sample of pre-order responses was examined for clarity, completeness, and accuracy relative to the BA-MA business rules. Pre-order responses were complete with respect to BA-MA Business Rule requirements in most cases. However, the required field, "INQNUM" was consistently missing from pre-order responses. The data was instead returned within the "PON" field.
POP-2-6-2	BA-MA system or representative provides clear, accurate and relevant pre-order error messages.	Satisfied	A sample of pre-order errors was examined for clarity, completeness, and accuracy relative to the BA-MA business rules. Error messages were received in response to invalid pre-order requests and contained remarks (RMK) providing reasonable information to determine the cause of the error. In addition, pre-order error responses were complete with respect to BA-MA Business Rule requirements.
POP-2-6-3	BA-MA system or representative provides clear, accurate and complete Local Service Confirmations (LSCs).	Satisfied	A sample of LSCs was examined for clarity, completeness, and accuracy relative to the BA-MA business rules. BA-MA Local Service Confirmations (LSCs) provided clear, accurate and complete information in accordance with BA-MA Business Rules. All of the fields required by the BA-MA Business Rules were present and the data was populated correctly.

Test Cross-Reference	Evaluation Criteria	Result	Comments
POP-2-6-4	Provisioning dates identified within BA-MA's order confirmation are consistent with CLEC's valid due date request (e.g. a due date selected in accordance with the product's standards interval or if appropriate, from the "Smarts Clock" application).	Satisfied	For purposes of measuring this evaluation criteria, KPMG Consulting used a standard of 95% of LSC Due Date[19] (DD) = LSR Desired Due Date (LSR DDD)[20]. 99% of confirmed DDs identified within LSCs met the requested DDDs[21].
POP-2-6-5	BA-MA system or representative provides clear, accurate and complete Standard Error Messages (SEMs).	Satisfied	A sample of SEMs was examined for clarity, completeness, and accuracy relative to the BA-MA business rules. SEMs were received in response to LSRs with errors, and contained remarks (RMK) providing reasonable information to determine the cause of the error. The information provided was in accordance with BA-MA Business Rules in most cases. The required field, CLECNAME, was consistently omitted from the SEMs returned. This field was not essential to KPMG Consulting error resolution activities. See POP-4 Results for additional information on this issue.
POP-2-6-6	BA-MA system or representative provides accurate and complete Provisioning Completion Notifications (PCNs).	Satisfied	A sample of PCNs was examined for completeness and accuracy relative to the BA-MA business rules. PCNs provided by BA-MA were both accurate and in accordance with BA-MA Business Rules. All of the fields required by the BA-MA Business Rules were present and the data was populated correctly.

[19] LSC Due Date (DD) is defined as the due date provided in the LSC. It is the date on which BA-MA commits to complete provisioning of a customer's service request.
[20] LSR Desired Due Date (LSR DDD) is defined as the due date requested in a customer's LSR.
[21] One LSC was returned with an earlier DD than the requested DDD.

Test Cross-Reference	Evaluation Criteria	Result	Comments
POP-2-6-7	BA-MA system or representative provides accurate and complete Billing Completion Notifications (BCNs).	Satisfied	A sample of BCNs was examined for completeness and accuracy relative to the BA-MA business rules. BCNs provided by BA-MA were both accurate and in accordance with BA-MA Business Rules. All of the fields required by the BA-MA Business Rules were present and the data was populated correctly.

Table 2-14: Local Service Confirmation (LSC) Timeliness - Functional Evaluation

		LSC		
		Flow Through	Non Flow-Through	
			< 10 lines	>= 10 lines
Resale	Total responses	12	15	0
	Total ontime responses	12	15	0
	% Ontime	100.00%	100.00%	
UNE-L	Total responses	9	25	0
	Total ontime responses	9	24	0
	% Ontime	100.00%	96.00%	
UNE-P	Total responses	11	20	0
	Total ontime responses	11	20	0
	% Ontime	100.00%	100.00%	
Other	Total responses	0	0	2
	Total ontime responses	0	0	2
	% Ontime			100.00%
Total	Total responses	32	60	2
	Total ontime responses	32	59	2
	% Ontime	100.00%	98.33%	100.00%

Notes:

1. Other = Interconnection Trunk + Resale-Complex

Table 2-15: Pre-Order Response Timeliness – Volume Evaluation

Query Type	Number of Valid Responses	Time Between Response & Request in Seconds			
		Min	Max	Standard Avg	KPMG Avg
ADR (add)	119	6	23	8.10	7.31
ADR (add/TN)	48	1	10	8.94	5.44
CSRs	1303	3	27		5.20
DDA	197	2	28	4.20	3.80
DLR	106	4	28	N/A	7.10
LQB	88	4	37	N/A	6.97
LXR	83	16	36	N/A	17.71
PSA	117	4	41	4.30	6.45
Count	2061	1	41		5.94

Figure 3: Product Service Availability (PSA) Response Timeliness – Volume Evaluation