

Ameritech OSS Test
Open Exceptions Status Report

ID#	Date Published/ State Applicability	Vers.	Author/ Test	Brief Description	Status	Notes	Additional Documents
19	11/29/01 Michigan, Illinois, Indiana, Ohio, Wisconsin	1	KPMG Consulting PMRI	Ameritech's data retention policies regarding source data do not enable thorough and complete audits to be conducted or facilitate the resolution of potential disputes which may arise between the CLECs, Ameritech and the regulatory agencies regarding the correct reporting of performance measurement results.	Deferred until 11/12	<p>December 18:</p> <ul style="list-style-type: none"> ■ Discussion of this Exception Report is deferred until the January 3 Status Call while KPMG Consulting reviews Ameritech's Exception Response. <p>January 3:</p> <ul style="list-style-type: none"> ■ KPMG Consulting reported that a supplemental Status Call will be held on January 7 to discuss Exception Report 19. This call will involve any State Commission Staff or CLEC interested in joining. Conference Bridge information was distributed, and will be e-mailed to the Observations and Exceptions e-mail service list. <p>January 7:</p> <ul style="list-style-type: none"> ■ A supplemental call was held on January 7 to discuss Exception Report 19. Status notes from this call are included below. ■ Ameritech stated that they would like KPMG Consulting to report if Ameritech is addressing the issues raised in Exception Report 19 through the work and changes that they have made regarding performance measures in recent weeks. Ameritech stated that they would like to ensure that they are working in the right direction to address data retention issues. ■ KPMG Consulting and Ameritech clarified that much of the recent work being done had been addressing transaction testing, and that 	

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					<p>any effect on Exception Report 19 would be indirect.</p> <ul style="list-style-type: none"> ■ Ameritech stated that recent spreadsheets pertaining to transaction testing may also impact Exception Report 19 issues. KPMG Consulting stated that this could be the case. ■ Ameritech stated that they have source data, data summarized without exclusions, and data subsets that are extracted from source data. KPMG Consulting stated that data in its original form or data extracted as a whole are acceptable for data retention. KPMG Consulting stated that some data extracted from source data that has exclusions applied might not be acceptable, and would have to be reviewed on a case-by-case basis. Ameritech stated that they retain three "scopes" of data: complete, historical/subset, and records pulled from historical data. ■ The PUCO staff asked KPMG Consulting if they agreed with Ameritech's assessment that 33 percent of their performance measures need work to satisfy Exception Report 19. KPMG Consulting stated that they will look into this, and report. The IURC staff asked Ameritech if these data retention changes would also affect retail data, and Ameritech confirmed that they would. ■ Ameritech stated that they have a better understanding of what is needed to address Exception Report 19, and will be reporting on their progress. <p>January 22:</p> <ul style="list-style-type: none"> ■ KPMG Consulting and Ameritech stated that they are actively addressing this Exception, and that performance measurement personnel is currently focused on resuming transaction testing. KPMG Consulting proposed to discuss this Exception Report every two weeks to provide an update on this Exception Report. In addition to these updates, KPMG Consulting and Ameritech may need to schedule separate Exceptions Status Calls to discuss these issues. Discussion of this Exception Report is deferred until the February 5 Status Call. A CLEC asked a clarifying question about documentation related to this Exception Report. Ameritech stated that they are reviewing related documents for proprietary data, and KPMG Consulting will post these documents after Ameritech's review. <p>February 5:</p>	

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						<ul style="list-style-type: none"> ■ KPMG Consulting stated that they are working with Ameritech specifically on TVV related measures in order to resume testing in the three states where the transaction tests have been suspended. KPMG Consulting and Ameritech are currently reviewing source systems, and working on data validation. KPMG Consulting stated that they currently plan to conclude this review by February 15. February 19: ■ KPMG Consulting reported that they are still working on the transaction testing-related performance measures with Ameritech. KPMG Consulting and Ameritech plan to have their analysis complete by February 22. KPMG Consulting and Ameritech will report their findings to the Commission Staffs, and will eventually post findings to www.osstesting.com. March 5: ■ KPMG Consulting reported that they have completed the transaction testing (TVV)-related analysis, and TVV testing has resumed in Illinois, Indiana, and Wisconsin. KPMG Consulting stated that they plan to post a summary of activities to website. KPMG Consulting stated that they are also working with Ameritech staff to develop a template of a "library" of per-Performance Measurement of related documentation, which will include source mapping. This template is being created to address the issues raised in Exception Reports 19 and 20. KPMG Consulting and Ameritech are developing this information currently, and may distribute a "shell" of this template publicly. March 19: ■ KPMG Consulting stated that they received templates from Ameritech that pertain to this Exception Report. Ameritech confirmed that KPMG Consulting can post these templates to www.osstesting.com. March 26: ■ KPMG Consulting reported that the templates Ameritech is using to address this Exception Report have been posted to www.osstesting.com. April 2: ■ KPMG Consulting stated that they have received populated templates from Ameritech and are reviewing them. KPMG 	

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						<p>Consulting stated that Ameritech continues to forward populated templates, and working sessions to discuss these issues are ongoing.</p> <p>April 16:</p> <ul style="list-style-type: none"> ■ KPMG Consulting reported that they continuing to receive updated documentation from Ameritech, and that KPMG Consulting and Ameritech are in a process of ongoing review and working sessions. KPMG Consulting stated that they are currently validating the accuracy and completeness of Ameritech's data and documentation. ■ Ameritech stated that they are expecting a list from KPMG Consulting outlining KPMG Consulting's review of the adequacy and completeness of Ameritech's documentation. KPMG Consulting stated that they have been holding a series of working sessions to discuss these issues. A CLEC asked if KPMG Consulting's documentation requests were being filled pursuant to the posted templates, and Ameritech confirmed that this is the case. A CLEC asked if the detailed list Ameritech referred to was different than what was constructed in the templates. KPMG Consulting stated that the list Ameritech referred to is a "scorecard" used to plot progress and track documentation, and that this "scorecard" contained higher-level information which was a summary of the templates. <p>April 30:</p> <ul style="list-style-type: none"> ■ Ameritech reported that they are providing documentation to KPMG Consulting for review weekly, and are holding working sessions daily with KPMG Consulting to discuss issues related to this Exception Report. Ameritech clarified that the documentation provided to KPMG Consulting is proprietary, and will not be released publicly. Ameritech also stated that some data flow documentation and data element maps are being created currently, and are being provided to KPMG Consulting as available. <p>May 14:</p> <ul style="list-style-type: none"> ■ KPMG Consulting reported that they continue to provide Ameritech and the State Commission Staffs with a weekly documentation status summary and a report containing more detailed comments. Ameritech and KPMG Consulting continue to hold discussions to discuss the documentation provided. Ameritech stated that they are passing along more information to subject 	

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					<p>matter experts (SMES), and are holding detailed documentation-focused meetings.</p> <p>May 29:</p> <ul style="list-style-type: none"> ■ KPMG Consulting and Ameritech reported that they continue to hold discussions to discuss the documentation provided by Ameritech. KPMG Consulting stated that they are still providing to provide a weekly documentation status summary and a report containing more detailed comments. <p>June 12:</p> <ul style="list-style-type: none"> ■ KPMG Consulting reported that they continue to provide a weekly "Documentation Status Summary" in conjunction with a report containing detailed comments. Ameritech and KPMG Consulting continue to hold discussions to discuss the documentation provided. Ameritech stated that they expect to provide all of the documentation by June 28. KPMG Consulting also stated that they are monitoring restatements on CLIEC Online. KPMG Consulting reported that documentation postings are up to 33 percent, and that a problem with numerator decimal point truncation has been corrected on a number of performance measurements. Ameritech clarified that this was a display problem which they have corrected, and will discuss impacts of this change with KPMG Consulting. <p>June 25:</p> <ul style="list-style-type: none"> ■ KPMG Consulting reported that they continue to provide a weekly "Documentation Status Summary" in conjunction with a report containing more detailed comments. KPMG Consulting stated that they continue to hold discussions with Ameritech to discuss the documentation provided. Ameritech expects to have all of the documentation provided by June 28, although there are still outstanding items regarding a number of Performance Measures which may not be resolved by 0June 28. ■ A CLIEC asked a clarifying question regarding publicly available documentation pertaining to this Exception Report. KPMG Consulting stated that there were no publicly available documents at this time, as the documents discussed are Ameritech's internal and technical proprietary documents. <p>July 9:</p> <ul style="list-style-type: none"> ■ KPMG Consulting reported that they received documentation for 	