

kpmg Consulting

Observation Report	470	Version	1	Owner	KPMG Consulting
Issued	May 15, 2002	Test	PMR5	Role	Test Manager
Applicability	Michigan, Illinois				

KPMG Consulting has been unable to replicate Ameritech's January 2002 reported results for Performance Measurement 50 ("Percent Ameritech Caused Missed Due Dates>30 days").

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate Ameritech's published performance measurement reports for certain months.

KPMG Consulting has been unable to replicate Ameritech's posted results for Performance Measure 50 for January 2002. Table 1 below contains the KPMG Consulting and Ameritech results for Performance Measurement 50.

Table 1: KPMG Consulting Results vs. Ameritech Reported Results

State - Geographic Disaggregation	Levels of Disaggregation:	CLEC Numerator		CLEC Denominator		Retail Value	
		KPMG Consulting	Ameritech	KPMG Consulting	Ameritech	KPMG Consulting	Ameritech
IL - All	UNE Loop and Port ISDN BRI	0	0	2	2	.88	.98
MI - All	UNE Loop and Port ISDN BRI	0	0	1	1	1.17	1.27

Assessment

CLECs and state public service commissions rely on Ameritech's performance measure results to assess the quality of service provided by Ameritech. KPMG Consulting's inability to replicate report values indicates that Ameritech's calculations for this performance measure may be inaccurate.

This observation report is for discussion purposes only and is subject to change without notice.

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Observation Report	537	Version	1	Owner	KPMG Consulting
Issued	June 19, 2002	Test	PMR5	Role	Test Manager
Applicability	Michigan, Illinois, Indiana, Ohio, Wisconsin				

KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 12 ("Mechanized Provisioning Accuracy").

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate SBC Ameritech's published performance measurement reports for certain months.

KPMG Consulting has been unable to replicate SBC Ameritech's posted results for Performance Measure 12 for January 2002. Exhibit 1 below contains the KPMG Consulting and SBC Ameritech results for Performance Measurement 12.

Exhibit 1: KPMG Consulting Results vs. SBC Ameritech Reported Results

State - Geographic Disaggregation	Levels of Disaggregation:	CLEC Numerator		CLEC Denominator	
		KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
IL	None	155,948	114,688	276,107	121,481
IN	None	21,708	15,169	36,652	15,918
MI	None	172,369	151,240	240,230	159,716
OH	None	38,005	24,409	78,029	25,940
WI	None	43,980	27,286	95,397	28,631

Assessment

CLECs and state public service commissions rely on SBC Ameritech's performance measure results to assess the quality of service provided by SBC Ameritech. KPMG Consulting's inability to replicate report values indicates that SBC Ameritech's calculations for this performance measure may be inaccurate.

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Observation Report	538	Version	1	Owner	KPMG Consulting
Issued	June 19, 2002	Test	PMR5	Role	Test Manager
Applicability	Illinois, Indiana, Michigan, Ohio, Wisconsin				

KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 18 ("Billing Timeliness").

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate SBC Ameritech's published performance measurement reports for certain months.

KPMG Consulting has been unable to replicate SBC Ameritech's posted results for Performance Measure 18 for January 2002. Exhibit 1 below contains the KPMG Consulting and SBC Ameritech results for Performance Measurement 18.

Exhibit 1: KPMG Consulting Results vs. SBC Ameritech Reported Results

State - Geographic Disaggregation	Levels of Disaggregation:	Numerator		Denominator	
		KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
IL	AEBS	87	86	87	86
IL	CABS	760	1110	760	1110
IN	CABS	283	117	283	117
MI	AEBS	71	68	71	68
MI	CABS	589	199	589	199
OH	AEBS	61	60	61	60
OH	CABS	568	166	568	166
WI	AEBS	52	51	52	51
WI	CABS	364	105	364	105

Assessment

CLECs and state public service commissions rely on SBC Ameritech's performance measure results to assess the quality of service provided by SBC Ameritech. KPMG Consulting's inability to replicate report values indicates that SBC Ameritech's calculations for this performance measure may be inaccurate.

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Observation Report	539	Version	1	Owner	KPMG Consulting
Issued	June 19, 2002	Test	PMR5	Role	Test Manager
Applicability	Michigan				

KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement MI 12 ("Average Time to Clear Service Order Errors") UNE-P disaggregation.

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate SBC Ameritech's published performance measurement reports for certain months.

KPMG Consulting has been unable to replicate SBC Ameritech's posted results for Performance Measure MI 12 for January 2002. Exhibit 1 below contains the KPMG Consulting and SBC Ameritech results for Performance Measurement MI 12.

Exhibit 1: KPMG Consulting Results vs. SBC Ameritech Reported Results

State - Geographic Disaggregation	Levels of Disaggregation:	CLEC Numerator		CLEC Denominator	
		KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
MI	UNE-P	403,666.50	403,666.50	104,753	104,757

Assessment

CLECs and state public service commissions rely on SBC Ameritech's performance measure results to assess the quality of service provided by SBC Ameritech. KPMG Consulting's inability to replicate report values indicates that SBC Ameritech's calculations for this performance measure may be inaccurate.

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Observation Report	547	Version	1	Owner	KPMG Consulting
Issued	June 24, 2002	Test	PMR5	Role	Test Manager
Applicability	Michigan, Illinois, Indiana, Ohio, Wisconsin				

KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 98 ("Percentage Trouble LNP (I-Reports) in 30 Days of Installation").

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate SBC Ameritech's published performance measurement reports for certain months.

KPMG Consulting has been unable to replicate SBC Ameritech's posted results for Performance Measure 98 for January 2002. Exhibit 1 below contains the KPMG Consulting and SBC Ameritech results for Performance Measurement 98.

Exhibit 1: KPMG Consulting Results vs. SBC Ameritech Reported Results

State - Geographic Disaggregation	CLEC Numerator		CLEC Denominator		Retail Value	
	KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
Illinois	1	2	17,173.00	18,526.00	0.070	0.0361
Indiana	0	0	3,093.00	3,205.00	0.083	0.0432
Michigan	8	8	12,542.00	15,648.00	0.062	0.0396
Ohio	0	1	4,872.00	5,874.00	0.085	0.0429
Wisconsin	2	2	7,952.00	8,458.00	0.051	0.0256

Assessment

CLECs and state public service commissions rely on SBC Ameritech's performance measure results to assess the quality of service provided by SBC Ameritech. KPMG Consulting's inability to replicate report values indicates that SBC Ameritech's calculations for this performance measure may be inaccurate.

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Observation Report	561	Version	1	Owner	KPMG Consulting
Issued	July 11, 2002	Test	PMR5	Role	Test Manager
Applicability	Michigan, Illinois, Indiana, Ohio, Wisconsin				

KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 55.1 ("Average Installation Interval - DSL").

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate SBC Ameritech's published performance measurement reports for certain months.

On June 9, 2002, in response to a KPMG Consulting inquiry, SBC Ameritech resolved some discrepancies between KPMG Consulting's and SBC Ameritech's results for PM 55.1. However, there are still differences that remain unresolved with regard to the "Without Line Sharing" disaggregation categories. KPMG Consulting is unable to match SBC Ameritech's values for disaggregations within these categories.

Exhibit 1 below contains the KPMG Consulting and SBC Ameritech results for Performance Measurement 55.1.

Exhibit 1: KPMG Consulting Results vs. SBC Ameritech Reported Results (January 2002)

State - Geographic Disaggregation	Levels of Disaggregation:	Numerator		Denominator	
		KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
IL - Chicago	Loops - w/o Line Share - w/o Conditioning	182	1456	11	285
IL - Chicago Suburban	Loops - w/o Line Share - With Conditioning	129	143	6	8
IL - Chicago Suburban	Loops - w/o Line Share - w/o Conditioning	163	2182	12	418
IL - Illinois North Central	Loops - w/o Line Share - With Conditioning	33	39	3	3
IL - Illinois North Central	Loops - w/o Line Share - w/o Conditioning	34	449	2	98
IL - Illinois South	Loops - w/o Line Share - w/o Conditioning	0	160	0	36
IN - Indiana North South	Loops - w/o Line Share - With Conditioning	5	47	1	3
IN - Indiana North	Loops - w/o Line	47	311	3	58

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State - Geographic Disaggregation	Levels of Disaggregation:	Numerator		Denominator	
		KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
South	Share – w/o Conditioning				
IN – Indianapolis Metro Suburb	Loops – w/o Line Share – With Conditioning	128	155	5	6
IN – Indianapolis Metro Suburb	Loops – w/o Line Share – w/o Conditioning	67	371	3	66
MI – Detroit Metro	Loops – w/o Line Share – With Conditioning	125	136	5	6
MI – Detroit Metro	Loops – w/o Line Share – w/o Conditioning	663	931	7	179
MI – Grand Rapids Kalamazoo	Loops – w/o Line Share – With Conditioning	343	376	10	12
MI – Grand Rapids Kalamazoo	Loops – w/o Line Share – w/o Conditioning	165	580	7	114
MI – Saginaw Lansing Jackson	Loops – w/o Line Share – w/o Conditioning	6	287	1	64
OH – Ohio North	Loops – w/o Line Share – w/o Conditioning	10	437	1	102
OH – Ohio South	Loops – w/o Line Share – w/o Conditioning	86	520	5	98
WI – Milwaukee Metro	Loops – w/o Line Share – With Conditioning	0	84	0	6
WI – Milwaukee Metro	Loops – w/o Line Share – w/o Conditioning	25	334	3	69
WI – Wisconsin North South	Loops – w/o Line Share – With Conditioning	229	254	6	7
WI – Wisconsin North South	Loops – w/o Line Share – w/o Conditioning	7	928	1	160

Assessment

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Observation Report	566	Version	1	Owner	KPMG Consulting
Issued	July 11, 2002	Test	PMR5	Role	Test Manager
Applicability	Michigan, Illinois, Wisconsin, Indiana, Ohio				

KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement 25 ("Local Operations Center (LOC) Grade of Service (GOS)").

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate SBC Ameritech's published performance measurement reports for certain months.

KPMG Consulting has been unable to replicate SBC Ameritech's posted results for Performance Measure 25 for January 2002. Exhibit 1 below contains the KPMG Consulting and SBC Ameritech results for Performance Measurement 25.

Exhibit 1: KPMG Consulting Results vs. SBC Ameritech Reported Results

State - Geographic Disaggregation	Levels of Disaggregation	CLEC Value		Retail Value		Z - Value	
		KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
IL,IN,MI,OH,WI	All Other Calls	94.13	94.13	84.79	84.79	0.00135	-69.124
IL,IN,MI,OH,WI	DSL Calls	89.41	89.41	84.79	84.79	0.00288	-16.011

Assessment

CLECs and state public service commissions rely on SBC Ameritech's performance measure results to assess the quality of service provided by SBC Ameritech. KPMG Consulting's inability to replicate report values indicates that SBC Ameritech's calculations for this performance measure may be inaccurate.

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Observation Report	567	Version	1	Owner	KPMG Consulting
Issued	July 15, 2002	Test	PMR5	Role	Test Manager
Applicability	Michigan, Illinois				

KPMG Consulting has been unable to replicate SBC Ameritech's January 2002 reported results for Performance Measurement IN 1 ("Percent Loop Acceptance Testing (LAT) Completed on the Due Date").

Issue

As part of the PMR5 (Metrics Calculations and Reporting) test, KPMG Consulting is attempting to replicate SBC Ameritech's published performance measurement reports for certain months.

KPMG Consulting has been unable to replicate SBC Ameritech's posted results for Performance Measure IN 1 for January 2002. Table 1 below contains the KPMG Consulting and SBC Ameritech results for Performance Measurement IN 1.

Table 1: KPMG Consulting Results vs. SBC Ameritech Reported Results

State - Geographic Disaggregation	Levels of Disaggregation:	Numerator		Denominator	
		KPMG Consulting	SBC Ameritech	KPMG Consulting	SBC Ameritech
IL - All	DSL Loops without Line Sharing	64	56	64	59
MI - All	DSL Loops without Line Sharing	13	12	13	13

Assessment

CLECs and state public service commissions rely on SBC Ameritech's performance measure results to assess the quality of service provided by SBC Ameritech. KPMG Consulting's inability to replicate report values indicates that SBC Ameritech's calculations for this performance measure may be inaccurate.

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