

OSS EVALUATION PROJECT REPORT

**TRANSACTION VERIFICATION AND VALIDATION AND
PROCESSES AND PROCEDURES REVIEW**

FINAL RESULTS UPDATE

APRIL 30, 2003

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INTRODUCTION

Pursuant to the Michigan Public Service Commission's (MPSC) order of January 13, 2003 in docket U-12320, BearingPoint is submitting this report on the evaluation criteria from the Michigan Master Test Plan's Transaction Verification and Validation (TVV) and Processes and Procedures Review (PPR) tests that were given results of "Not Satisfied" or "Indeterminate" in BearingPoint's October 30, 2002 report to the Michigan Public Service Commission. In addition, Section 2 of this report outlines the status of the test findings (Observations and Exceptions) open as of the issuance of the MPSC order.

For a detailed description of the methodologies used by BearingPoint to derive the following results, please see the October 30, 2002 OSS Evaluation Project Report for Michigan produced by BearingPoint. This report can be found at <http://www.osstesting.com>.

As of April 8, 2003, evaluation of the test criteria for the Michigan Master Test Plan's TVV and PPR tests has been completed. The final results are outlined in the October 30, 2002 report, and, where applicable, are modified by the following report. Per the MPSC's January 13, 2003 order, testing continues for the Michigan Master Test Plan's Performance Metrics tests.

The following table summarizes the final results for the 510 TVV and PPR evaluation criteria:

High Level Test Results for TVV and PPR Evaluation Criteria

Domain/Test Family	Number of Evaluation Criteria									
	Satisfied		Not Satisfied		Indeterminate		Not Applicable		Total	
	10/30/02	Final	10/30/02	Final	10/30/02	Final	10/30/02	Final	10/30/02	Final
Pre-Ordering/ Ordering¹	86	88	19	17	0	0	0	0	105	105
Provisioning	78	78	2	2	4	4	0	0	84	84
Billing	93	95	1	0	1	0	5	5	100	100
Maintenance & Repair	76	77	4	4	1	0	0	0	81	81
Relationship Management	131	131	0	0	2	2	7	7	140	140
Total	464	468	26	23	8	7	12	12	510	510

Of the nine findings open as of January 13, 2003, as of April 8, 2003, eight were closed following retesting. Observation 656 was closed without a successful retest. This Observation is discussed in Tables 1-1 and 2-1 below.

¹ The totals for Pre-Ordering and Ordering are based on the set of evaluation criteria used in the September 23, 2002 and October 30, 2002 reports by BearingPoint. Products that were included in TVV1-25 and TVV1-26 have since been broken out into separate evaluation criteria. With these new criteria included, the final totals are 91 “Satisfied” and 18 “Not Satisfied” Pre-Ordering and Ordering evaluation criteria. See the comments for evaluation criterion TVV1-26 below for more details.

1. Results Update

Tables 1-1 and 1-2 below outline the final results for all evaluation criteria from BearingPoint’s October 30, 2002 report that had either a “Not Satisfied” or “Indeterminate” result in the TVV and PPR tests. Tables 1-3 through 1-20 and Figures 1-1 through 1-7 contain additional information referenced within the comments of either Table 1-1 or Table 1-2.

Table 1-1: Transaction Verification and Validation Criteria and Results

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV1-4	SBC Ameritech systems provide required order functionality.	Not Satisfied	Satisfied	<p>SBC Ameritech systems provided required order functionality.</p> <p>When functionality issues were identified, the SBC Ameritech help desks were contacted. SBC Ameritech investigated the issues and, when required, implemented systems updates.</p> <p>On December 17, 2002, BearingPoint closed Observation 242 and Observation 246 after retesting. These Observations cited examples of incorrect processing of Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) orders and Resale Private Line orders, respectively.</p> <p>See Tables 1-4, 1-5, 1-6, and 1-7 for additional details.</p>
TVV1-20	SBC Ameritech systems provide timely responses to Provisioning Order Status Inquiries.	Not Satisfied	Not Satisfied	<p>SBC Ameritech systems did not provide timely Provisioning Order Status Inquiry pre-order responses.</p> <p>For this test, BearingPoint used the benchmark for Provisioning Order Status Inquiry pre-order response time of 95 percent received within 10 seconds.</p> <p>On April 8, 2002, BearingPoint issued Observation 382, stating that SBC Ameritech’s EDI systems returned late Provisioning Order Status pre-orders. On September 5, 2002, Observation 382 was escalated to Exception 171.</p> <p>In a response dated October 19, 2002, SBC Ameritech indicated that the Provisioning Order Status pre-order query by Company Code</p>

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>(CC) returns a complete listing of a company's pending order numbers, not just one pending order in question. BearingPoint acknowledged that it is reasonable to expect that response times for Provisioning Order Status pre-orders using CC query could be significantly higher than response times for Purchase Order Number (PON), Service Order Number (SON), and Working Telephone Number (WTN) queries, as the CC query provides a significantly greater number of pending order responses than the other queries.</p> <p>Excluding Provisioning Order Status pre-orders by CC query, the total percentage of responses returned on time is 94 percent.² BearingPoint notes that 100 percent of the queries by PON and WTN were returned within the 10-second benchmark. Queries executed by SON were less timely, although 95 percent of these transactions were returned within 12 seconds.</p> <p>See Tables 1-8, 1-9, and 1-10 and Figure 1-1 for additional details.</p> <p>(BearingPoint notes that between August 13, 2002 and January 13, 2003, excluding Provisioning Order Status pre-orders by CC query, the total percentage of responses returned on time was 98).³</p>
TVV1-22	SBC Ameritech systems provide timely Mechanized Reject Messages in response to electronically submitted orders.	Not Satisfied	Not Satisfied	<p>SBC Ameritech systems did not provide timely Mechanized Reject Messages in response to electronically submitted orders.</p> <p>For this test, BearingPoint used the benchmark of 97 percent of Mechanized Reject Messages received within 1 hour. This benchmark is analogous to the standard defined for SBC Ameritech PM 10.1 (Ameritech Performance Measurement User Guide, Measure 10.1: Percent Mechanized Rejects Returned with One Hour of Receipt of Order).</p> <p>BearingPoint received 1,253 Mechanized Reject Messages and</p>

² Provisioning Order Status Inquiries by PON/EDI, PON/CORBA, SON/EDI, SON/CORBA, WTN/EDI, and WTN/CORBA were weighted equally.

³ See footnote 2.

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>observed that 1,197 (96 percent) were received within 1 hour.</p> <p>On January 15, 2002, BearingPoint issued Exception 30. This Exception states that SBC Ameritech EDI systems returned late Mechanized Reject Messages in response to electronically submitted orders. SBC Ameritech addressed the issues and requested that BearingPoint begin a retest after February 9, 2002.</p> <p>BearingPoint completed the initial retest after the February 9, 2002 retest date and issued version 2 of Exception 30 on April 15, 2002 indicating that SBC Ameritech was still not satisfying this evaluation criterion. On May 3, 2002, SBC Ameritech responded stating that it did not intend to retest this test point.</p> <p>See Table 1-11 and Figure 1-2 for additional details.</p> <p>(BearingPoint notes that during the 2002 six month performance metrics review, a new benchmark was proposed for Performance Measure 10.1. The new benchmark, which has been approved by the Michigan Public Service Commission, is 95 percent of Mechanized Reject Messages received within 2 hours. BearingPoint observed that 1,239 out of 1,253 [99 percent] Mechanized Reject Messages were received during the test).</p>
TVV1-23	SBC Ameritech systems provide timely Non-Mechanized Reject Messages in response to electronically submitted orders.	Not Satisfied	Not Satisfied	<p>SBC Ameritech systems did not provide timely Non-Mechanized Rejects in response to electronically submitted orders.</p> <p>For this test, BearingPoint used benchmarks of 97 percent of Non-Mechanized Reject Messages received within 5 hours; and average time to return Non-Mechanized Reject Messages within 5 hours. These benchmarks are analogous to the standards defined for SBC Ameritech PM 10.2 and PM 11.1 (Ameritech Performance Measurement User Guide, Measure 10.2: Percent Manual Rejects Received Electronically and Returned Within Five Hours and Ameritech Performance Measurement User Guide, Measure 11.1: Mean Time to Return Manual Rejects that are Received via an</p>

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>Electronic Interface).</p> <p>BearingPoint received 1,333 Non-Mechanized Reject Messages in response to electronically submitted orders and observed that 1,197 (90 percent) were received within 5 hours. The average response time was 2.68 hours.</p> <p>On February 21, 2002, BearingPoint issued Exception 44. This Exception states that SBC Ameritech GUI systems returned late Non-Mechanized Reject Messages in response to electronically submitted orders. SBC Ameritech addressed the issues and requested that BearingPoint begin a retest after March 6, 2002.</p> <p>BearingPoint completed the initial retest and issued version 2 of Exception 44 on April 18, 2002 indicating that SBC Ameritech was still not satisfying this evaluation criterion. SBC Ameritech responded on April 30, 2002, stating that it did not intend to retest this test point.</p> <p>On March 13, 2002, BearingPoint issued Exception 48 stating that the SBC Ameritech EDI systems returned late Non-Mechanized Reject Messages in response to electronically submitted orders.</p> <p>SBC Ameritech responded on April 30, 2002, stating that it did not intend to retest this test point.</p> <p>See Table 1-12 and Figure 1-3 for additional details.</p> <p>(BearingPoint notes that during the 2002 six month performance metrics review, a new benchmark was proposed for Performance Measure 10.2. The new benchmark, which has been approved by the Michigan Public Service Commission, is 95 percent of Non-Mechanized Reject Messages received within 8 hours. BearingPoint observed that 1,300 out of 1,333 [98 percent] Non-Mechanized Reject Messages were received during the test).</p>

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV1-24	SBC Ameritech systems provide timely Non-Mechanized Reject Messages in response to manually submitted orders.	Not Satisfied	Not Satisfied	<p>SBC Ameritech systems did not provide timely Non-Mechanized Rejects in response to manually submitted orders.</p> <p>For this test, BearingPoint used benchmarks of 97 percent Non-Mechanized Reject Messages received within 5 hours; and average time to return Non-Mechanized Reject Messages of 5 hours. These benchmarks are analogous to the standards defined for SBC Ameritech PM 10.3 and PM 11.2 (Ameritech Performance Measurement User Guide 10.3: Percent Manual Rejects Receive Manually and Returned Within Five Hours and Ameritech Performance Measurement User Guide 11.2: Mean Time to Return Manual Rejects that are Received Through the Manual Process).</p> <p>BearingPoint received 231 Non-Mechanized Reject Messages in response to manually submitted orders and observed that 167 (72 percent) were received within 5 hours. The average response time was 6.20 hours.</p> <p>On June 10, 2002, BearingPoint issued Exception 116. This Exception states that SBC Ameritech systems returned late Non-Mechanized Reject Messages in response to manually submitted orders. SBC Ameritech responded on June 25, 2002 stating that it did not intend to retest this test point.</p> <p>See Table 1-13 and Figure 1-4 for additional details.</p> <p>(BearingPoint notes that during the 2002 six month performance measure review, a new benchmark was proposed for Performance Measure 10.3. The new benchmark, which has been approved by the Michigan Public Service Commission, is 95 percent of Non-Mechanized Reject Messages received within 24 hours. BearingPoint observed that 223 out of 233 [97 percent] were received during the test).</p>

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
<p>Four additional evaluation criteria are provided to report the results of FOC timeliness for combined mechanized and non-mechanized xDSL, Line Sharing, Complex Business and Complex UNE-P orders. These new criteria were added to present the results in a manner which reflects the comparable disaggregations defined in PM 5. In BearingPoint’s September 23, 2002 and October 30, 2002 reports, the data used for these new criteria were included in criteria TVV1-25 and TVV1-26.</p>				
TVV1-26	SBC Ameritech systems provide timely Non-Mechanized Firm Order Confirmations (FOC) in response to electronically submitted orders.	Not Satisfied	Not Satisfied	<p>SBC Ameritech systems did not provide timely Non-Mechanized FOCs in response to electronically submitted orders.</p> <p>For this test, BearingPoint used the benchmark of 95 percent of Non-Mechanized FOCs received within 5 hours. This benchmark is analogous to the standard defined for SBC Ameritech PM 5 (Ameritech Performance Measurement User Guide, Measure 5: Percent Firm Order Confirmations [FOCs] Returned Within “X” Hours).</p> <p>BearingPoint received 935 Non-Mechanized FOCs in response to electronically submitted orders and observed that 879 (94 percent) were received within the required time frame.</p> <p>On March 13, 2002, BearingPoint issued Exception 49. This Exception states that SBC Ameritech GUI systems returned late manually-processed, electronically-submitted FOC responses against the benchmark of 95 percent within 5, 6, or 24 hours and 94 percent within 24 hours depending on product type. SBC Ameritech responded on March 20, 2002, stating that it did not intend to retest this test point.</p> <p>See Table 1-14 and Figure 1-5 for additional details.</p> <p>(BearingPoint notes that between August 13, 2002 and January 13, 2003, BearingPoint received 345 Non-Mechanized FOCs in response to electronically submitted orders and observed that 333 [97 percent] were received within 5 hours).</p>

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV1-26a (New Evaluation Criterion)	SBC Ameritech provides timely FOCs in response to electronically submitted xDSL orders.	NA	Not Satisfied	<p>SBC Ameritech did not provide timely FOCs in response to electronically submitted xDSL orders.</p> <p>For this test, BearingPoint used the benchmark of 95 percent of FOCs received within 6 hours in response to electronically submitted xDSL orders. This benchmark is analogous to the standard defined for SBC Ameritech PM 5 (Ameritech Performance Measurement User Guide, Measure 5: Percent Firm Order Confirmations [FOCs] Returned Within "X" Hours).</p> <p>BearingPoint received 413 FOCs in response to electronically submitted xDSL orders and observed that 377 (91 percent) were received within 6 hours.</p> <p>On May 6, 2002, BearingPoint issued Exception 97. This Exception states that SBC Ameritech systems returned late Non Mechanized xDSL order responses against the benchmark of 95 percent received within 6 hours.</p> <p>SBC Ameritech responded on May 8, 2002, stating that it did not intend to retest this test point.</p> <p>See Table 1-15 and Figure 1-6 for additional details.</p> <p>(BearingPoint notes that between August 13, 2002 and January 13, 2003, BearingPoint received 145 FOCs in response to electronically submitted xDSL orders and observed that 137 [95 percent] were received within 6 hours).</p>

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV1-26b (New Evaluation Criterion)	SBC Ameritech provides timely FOCs in response to electronically submitted Line Sharing orders.	NA	Satisfied	<p>SBC Ameritech provided timely FOCs in response to electronically submitted Line Sharing orders.</p> <p>For this test, BearingPoint used the benchmark of 95 percent of FOCs received within 6 hours in response to electronically submitted Line Sharing orders. This benchmark is analogous to the standard defined for SBC Ameritech PM 5 (Ameritech Performance Measurement User Guide, Measure 5: Percent Firm Order Confirmations [FOCs] Returned Within “X” Hours).</p> <p>BearingPoint received 88 FOCs in response to electronically submitted Line Sharing orders and observed that 86 (98 percent) were received within 6 hours.</p> <p>See Table 1-16 for additional details.</p>
TVV1-26c (New Evaluation Criterion)	SBC Ameritech provides timely FOCs in response to electronically submitted Complex Business orders.	NA	Satisfied	<p>SBC Ameritech provided timely FOCs in response to electronically submitted Complex Business orders.</p> <p>For this test, BearingPoint used the benchmark of 94 percent of FOCs received within 24 hours in response to electronically submitted Complex Business orders. This benchmark is analogous to the standard defined for SBC Ameritech PM 5 (Ameritech Performance Measurement User Guide, Measure 5: Percent Firm Order Confirmations [FOCs] Returned Within “X” Hours).</p> <p>BearingPoint received 321 FOCs in response to electronically submitted Complex Business orders and observed that 320 (99.7 percent) were received within 24 hours.</p> <p>See Table 1-17 for additional details.</p>

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV1-26d (New Evaluation Criterion)	SBC Ameritech provides timely FOCs in response to electronically submitted Complex UNE-P orders.	NA	Satisfied	<p>SBC Ameritech provided timely FOCs in response to electronically submitted Complex UNE-P orders.</p> <p>For this test, BearingPoint used the benchmark of 94 percent of FOCs received within 24 hours in response to electronically submitted Complex UNE-P orders. This benchmark is analogous to the standard defined for SBC Ameritech PM 5 (Ameritech Performance Measurement User Guide, Measure 5: Percent Firm Order Confirmations [FOCs] Returned Within “X” Hours).</p> <p>BearingPoint received 125 FOCs in response to electronically submitted Complex UNE-P orders and observed that 122 (98 percent) were received within 24 hours.</p> <p>See Table 1-18 for additional details.</p>
TVV1-28	SBC Ameritech systems provide timely Completion Notices.	Not Satisfied (In Retest)	Not Satisfied	<p>SBC Ameritech systems did not provide timely Completion Notices.</p> <p>For this test, BearingPoint used the benchmark of 97 percent of Completion Notices received within 1 business day of Completion Date. This benchmark is analogous to the standard defined for SBC Ameritech PM 7.1 (Ameritech Performance Measurement User Guide, Measure 7.1: Percent Mechanized Completions Returned Within One Day of Work Completion).</p> <p>Between August 4, 2002 and January 13, 2003, BearingPoint received 1,230 Mechanized Completion Notices and observed that 1,166 (95 percent) were received within the required time frame.</p> <p>On January 15, 2002, BearingPoint issued Exception 29. This Exception states that SBC Ameritech EDI systems returned late Mechanized Completion Notices. SBC Ameritech addressed the issues and requested that BearingPoint begin a retest after February 25, 2002.</p> <p>BearingPoint conducted an initial retest and issued version 2 of</p>

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>Exception 29 on April 15, 2002 indicating that SBC Ameritech was still not satisfying this evaluation criterion. SBC Ameritech responded on July 16, 2002, stating that a system change was to be implemented August 4, 2002. BearingPoint completed a second retest after the August 4, 2002 retest date and issued version 3 of Exception 29 on October 25, 2002 indicating that SBC Ameritech was still not satisfying this evaluation criterion. On November 8, 2002, SBC Ameritech responded stating that it did not intend to retest this test point.</p> <p>See Table 1-19 and Figure 1-7 for additional details.</p> <p>(BearingPoint notes that during the 2002 six month performance measure review, a new benchmark was proposed for Performance Measure 7.1. The new benchmark, which has been approved by the Michigan Public Service Commission, is based on system processing hours. BearingPoint observed that 1,168 out of 1,230 [95 percent] Completion Notices were received during the test).</p>

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV1-30	SBC Ameritech systems provide clear, accurate, and complete Firm Order Confirmations (FOC).	Not Satisfied	Satisfied	<p>SBC Ameritech systems provided clear, accurate, and complete FOCs. This evaluation criterion was examined through January 7, 2003.</p> <p>Documentation used during the course of testing did not specifically define which fields SBC Ameritech is required to populate on FOCs. BearingPoint notes that with the release of Local Service Ordering Requirements (LSOR) version 5.03 on March 15, 2003, SBC Ameritech began providing definition for these fields.</p> <p>Therefore, BearingPoint relied upon its experience submitting order transactions with other ILECs and its understanding of the order requirements to assess whether information returned on the FOC was clear, accurate, and complete for properly processing the response.</p> <p>On December 17, 2002, BearingPoint closed Observation 588 after retesting. This Observation states that the Frame Due Time (FDT) field on Firm Order Confirmations (FOC) in response to Local Number Portability (LNP) migration orders was incomplete.</p> <p>BearingPoint examined a representative sample of 215 FOCs for clarity, accuracy, and completeness. The information returned on the FOCs was clear, accurate, and complete.</p>
TVV2-4	SBC Ameritech systems provided timely responses to Customer Service Information Inquiries via EDI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV2-5	SBC Ameritech systems provided timely responses to Customer Service Information Plus Listing Inquiries via EDI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-6	SBC Ameritech systems provided timely responses to Loop Qualification Inquiries via EDI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-9	SBC Ameritech systems provided timely responses to Listing for Telephone Number Inquiries via EDI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-10	SBC Ameritech systems provided timely responses to Scheduling Inquiry/Availability – Due Date Inquiries via EDI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-12	SBC Ameritech systems provided appropriate responses to the pre-order inquiries submitted via GUI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-15	SBC Ameritech systems provided timely responses to Customer Service Information Inquiries via GUI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV2-17	SBC Ameritech systems provided timely responses to Loop Qualification Inquiries via GUI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-26	SBC Ameritech systems provided timely responses to Customer Service Information Inquiries via CORBA.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-27	SBC Ameritech systems provided timely responses to Customer Service Information Plus Listing Inquiries via CORBA.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV2-37	SBC Ameritech systems provided timely Reject Messages for orders submitted via EDI.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV4-1	Directory listings were updated accurately.	Not Satisfied (In Retest)	Not Satisfied	No change from October 30, 2002 report.
TVV4-19	Unbundled Dark Fiber was provisioned by completing documented M&P tasks.	Indeterminate	Indeterminate	No change from October 30, 2002 report.
TVV4-20	Unbundled Dark Fiber circuits were provisioned on the due date.	Indeterminate	Indeterminate	No change from October 30, 2002 report.

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
TVV4-21	Unbundled Dark Fiber circuits were provisioned accurately.	Indeterminate	Indeterminate	No change from October 30, 2002 report.
TVV4-27	Post-order CSRs were consistent with required field inputs from submitted pre-order CSRs.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV6-16	The Trouble Ticket Test (MLT) transaction response time during peak volume testing for Plain Old Telephone Service (POTS) was consistent with benchmark data.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV7-7	Resale end-to-end trouble reports contained closeout codes that accurately defined the trouble condition.	Not Satisfied	Satisfied	<p>Resale end-to-end trouble reports contained closeout codes that accurately defined the trouble condition.</p> <p>For this test, BearingPoint used the benchmark of 95 percent of end-to-end trouble reports containing closeout codes that accurately define the trouble condition.</p> <p>During the initial test from July 2001 to April 2002, BearingPoint evaluated 131 Resale troubles. Of the 131 SBC Ameritech-provided closeout codes reviewed, according to SBC Ameritech closeout code documentation, 115 (87.8 percent) accurately identified the fault placed by BearingPoint during the course of testing.</p> <p>BearingPoint issued Exception 131 on June 26, 2002. On July 22, 2002, SBC Ameritech requested that BearingPoint conduct a retest.</p> <p>During this retest, BearingPoint evaluated 35 Resale troubles for coding accuracy. Of the 35 SBC Ameritech-provided closeout codes reviewed, according to SBC Ameritech closeout code documentation,</p>

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>32 (94.1 percent) accurately identified the fault placed by BearingPoint during the course of testing.</p> <p>BearingPoint provided an update to Exception 131 on November 21, 2002 indicating the testing results for coding accuracy for the Resale product. Although the result of 94.1 percent is below the benchmark requirement, the statistical evidence is not strong enough to conclude with confidence that the performance is below standard. The inherent variation in the process is large enough to have produced a sub-standard result, even with a process that is operating at the benchmark standard. The p-value, which indicates the change of observing a deviation below the benchmark at least as large as that observed when the true value is at the benchmark, is .5123.</p>
TVV7-12	UNE-P/UNE-L end-to-end trouble reports contained closeout codes that accurately defined the trouble condition.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV7-14	Specials Circuit end-to-end trouble reports contained closeout codes that accurately defined the trouble condition.	Not Satisfied	Not Satisfied	No change from October 30, 2002 report.
TVV7-15	Special Circuits end-to-end trouble reports were processed in accordance with SBC Ameritech-stated timing intervals (Mean Time To Restore [MTTR]) with an average success rate at least equal to SBC Ameritech Michigan retail	Indeterminate	Not Satisfied	<p>Special Circuits end-to-end trouble reports were not processed in accordance with SBC Ameritech-stated timing intervals (Mean Time To Restore [MTTR]) with an average success rate at least equal to SBC Ameritech Michigan retail results.</p> <p>The basis for evaluation of this test criterion is SBC Ameritech's PM 52 (Ameritech Performance Measurement User Guide, Measure 52: Mean Time to Restore). The standard for this performance measurement is parity with the retail average.</p>

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
	results.			<p>measurement is parity with the retail average.</p> <p>Because the retail results as reported by SBC Ameritech could not be validated, instead of the parity standard, BearingPoint used the benchmark of 5 hours for the MTTR.⁴</p> <p>During the initial test, BearingPoint evaluated 68 Special Circuit troubles. The average MTTR of the 68 troubles was 7.4 hours⁵.</p> <p>During a retest for accuracy of coding (for Exception 131), BearingPoint evaluated an additional 29 Special Circuit troubles with faults in Central Office and outside plant locations. The average MTTR of the 29 troubles evaluated was 11.3 hours.</p> <p>The combined result of these two testing efforts was an MTTR of 8.5 hours for the 97 Special Circuits evaluated.</p> <p>On September 18, 2002, BearingPoint issued Observation 656 addressing this issue. SBC Ameritech responded no January 22, 2003, stating that it did not intend to retest this test point.</p> <p>See Figure 1-8 for additional details.</p>
TVV9-32	UNE-P bills reflected timely service order activity.	Indeterminate	Satisfied	<p>UNE-P bills reflected timely service order activity.</p> <p>As a result of the Michigan Public Service Commission request that BearingPoint test the UNE-P product during the ACIS/RBS CABS</p>

⁴ For reference purposes, the Mean Time to Restore retail average for other companies (BellSouth, Verizon, and Qwest) ranged from a low of 9.3 hours to a high of 24.2 hours during the time BearingPoint was conducting their OSS Testing.

⁵ Based on SBC Ameritech’s responses after the issuance of Observation 656, BearingPoint has performed additional analysis and has concluded that an inconsistency exists in the business rule definition for PM 52, and that this inconsistency had impacted BearingPoint’s original analysis of MTTR intervals for Specials circuit trouble reports. Based on its review of the inconsistency of PM 52, BearingPoint determined that its analysis should not include Non-Designed ISDN-BRI circuits in the test analysis related to Specials circuit MTTR. Therefore, these circuits were included in the test results for Plain Old Telephone Service (POTS). See Table 1-20 for more information.

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>migration project and based on the SBC Ameritech Accessible Letter dated June 29, 2001,⁶ BearingPoint could not evaluate UNE-P timely service order activity during the period from August 18, 2001 through October 16, 2001 for CLEC lines in Michigan.</p> <p>During initial post-CABS migration testing of UNE-P billing in Illinois, Indiana, and Wisconsin, BearingPoint identified billing timeliness issues (see Exception 127). Retesting for these states produced satisfactory results: for Illinois, 97.1 percent, and for Indiana and Wisconsin, 100 percent of the test cases were found to be timely relative to a 95 percent benchmark.</p> <p>As specified in the Michigan Master Test Plan (MTP), BearingPoint is directed to review the results of testing conducted for other states and make recommendations if results from tests in other states could be included in the Michigan test. BearingPoint recommended to the Michigan Public Service Commission (MPSC) staff that the aforementioned test result be included in the Michigan test:</p> <ul style="list-style-type: none"> ◆ SBC Ameritech has represented that the CABS and the CABS bill production processes are common across the Ameritech region. BearingPoint has not validated all relevant aspects of this assertion; however, BearingPoint's experience is consistent with the assertion. ◆ Although BearingPoint cannot predict what the results of a Michigan test would be short of conducting such a test, it would be reasonable to expect that the results of such a test, if conducted, would approximate the results from the Illinois, Indiana, and Wisconsin tests.

⁶ Accessible Letter CLECAM01 –189 Excerpt: "We [Ameritech SBC] expect the conversion activities to complete by mid-October. All held UNE-P service order activity not already processed will be released at this time. The ordering and provisioning of UNE-P circuits will not be impacted by the conversion. In order to minimize billing errors, CABS billing processing of UNE-P order activity will be held until the conversion is completed. The resultant delay in processing UNE-P service order activity may impact Billing Measurement #17. We expect the conversion activities to complete by mid-October. All held UNE-P service order activity not already processed will be released at this time. Final bills for the CABS Loop accounts will be issued by end of year 2001."

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<ul style="list-style-type: none"> ◆ BearingPoint represents that the testing conducted during the Illinois, Indiana, and Wisconsin tests was independent and reliable, and could be used as a basis of evaluation for the Michigan test with respect to the timeliness of UNE-P billing. <p>MPSC staff reviewed BearingPoint's recommendation and agreed that Exception 127 retest results for Illinois, Indiana, and Wisconsin could be included in the Michigan test results.</p>

Table 1-2: Processes and Procedures Review Criteria and Results

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
PPR5-12-B	Test Environments are subjected to version control and carriers are notified prior to changes in the carrier-to-carrier Test Environments.	Indeterminate	Indeterminate	No change from October 30, 2002 report.
PPR5-14-B	On-call technical support is provided for production versions of interfaces.	Indeterminate	Indeterminate	No change from October 30, 2002 report.
PPR9-28	SBC Ameritech Frame Due Time scheduling procedures (CHC and FDT) have been implemented and comply with any existing standards for Frame Due Time flags.	Indeterminate	Indeterminate	No change from October 30, 2002 report.
PPR13-4	The bill production process includes reasonability checks to catch errors not susceptible to pre-determined balancing procedures.	Not Satisfied (In Retest)	Satisfied	<p>Based on documentation reviews and interviews with SBC Ameritech, BearingPoint determined that SBC Ameritech’s bill production process includes reasonability checks to catch errors that are not susceptible to predetermined balancing procedures.</p> <p>For Resale bills, SBC Ameritech’s documented bill validation process is outlined in the Resale Bill Validation Methods and Procedures document. Interviews with the SBC Ameritech Bill Validation Group confirmed that SBC Ameritech validates a randomly selected sample of Resale bills every bill cycle. This review encompasses the validation of 448 randomly selected Universal Service Order Codes (USOC) across a random selection of Resellers. Validation is conducted to check for errors that may have passed through the billing system’s edits without detection (e.g., rating errors, formatting</p>

Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>errors) before the bills are distributed to Resellers.</p> <p>For CABS bills, SBC Ameritech employs a post-bill production process to verify accuracy, as well as to validate formatting. SBC Ameritech's CABS bill validation process includes a monthly mechanical review of monthly recurring charges (MRC) and non-recurring charges (NRC) at the USOC and Class of Service (COS) level, as well as a monthly manual review of fractional charges to verify computational accuracy. Procedures for conducting the mechanized and manual CABS bill validation are documented in the CABS Measurement #14 Procedures, v5.0, January 31, 2003 document.</p> <p>The CABS bill validation process includes procedures for Quarterly Product Reviews for regularly updating the USOCs selected for the monthly CABS bill validation. The Quarterly Product Review procedures are described in the CABS CLEC Product Sample Review Procedure, January 16, 2003. The CABS Billing Database is scanned to select CLECs and their corresponding USOC/COS combinations across each CABS wholesale product for the monthly mechanized MRC and NRC bill validation. The list of CLECs generated from this Quarterly Product Review are compared manually to the list from the previous Quarterly Product Review. For CLEC additions or deletions to this list, pricing schedules are forwarded to the Financial Assurance (FA) Team to update the Rate Control Table (i.e. the basis for monthly MRC and NRC review) with USOC/COS combinations for these CLECs. These USOC/COS combinations represent the sample to be used for the monthly MRC and NRC CABS bill validation for that quarter. The Quarterly Product Review process will begin the first business day of the month following the end of each quarter and complete by the end of that month.</p> <p>The CABS bill validation process also includes procedures for maintaining the selected USOC/COS combinations with Interconnection Agreement (ICA) rate changes. These procedures are described in the CABS Measurement #14 Procedures, v5.0, January</p>

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Test Reference	Evaluation Criteria	10/30/02 Result	Final Result	Final Comments
				<p>31, 2003 document. The Rate Control Table is updated with ICA updates on an ongoing basis for the selected CLEC sample in the Rate Control Table. The FA Team receives and evaluates pricing schedule changes. Pricing schedules are reviewed to determine COS values that need to be updated for a particular ACNA in a particular state. A query is run to determine which USOC rates (recurring and non-recurring) need to be updated in the Rate Control Table.</p>

Table 1-3: Functional Pre-Order Test Scenarios

Activity	Business/Residence
Address Validation Inquiry	X
Telephone Number Inquiry	X
Customer Service Information Inquiry	X
Customer Service Information Plus Listing Inquiry	X
Loop Pre-Qualification Inquiry	X
Loop Qualification Inquiry	X
Feature/Service Availability Inquiry	X
Network Channel/Network Channel Interface Inquiry	X
Connecting Facilities Assignment (CFA) Inquiry	X
Common Language Location Indicator (CLLI) Inquiry	X
Scheduling Inquiry/Availability – Dispatch Inquiry	X
Pending Order Status Inquiry	X
Provisioning Order Status Inquiry	X
Primary Interexchange Carrier (PIC) and InterLATA Primary Interexchange Carrier (LPIC) Inquiry	X
Scheduling Inquiry/Availability – Due Date Inquiry	X
Listing for Telephone Number Inquiry	X

Table 1-4: Functional Order Test Scenarios: Resale

Activity	Res./ Bus. POTS	Res./ Bus. ISDN	Centrex	Private Line	PBX
Conversion from SBC Ameritech "as is"	X	X	X		X
CLEC-to-CLEC Conversion	X				
Feature changes to existing customer	X		X		
Conversion from SBC Ameritech "as specified"	X	X			
New customer	X	X	X	X	X
Telephone number change	X				
Directory change	X		X		
Add lines/trunks/circuits	X	X	X	X	X
Suspend/restore service	X				
Disconnect (full and partial)	X	X	X	X	X
Moves (inside and outside)	X		X		
Convert from CLEC to SBC Ameritech	X				
Convert line to ISDN		X			
Convert line to Centrex			X		

Table 1-5: Functional Order Test Scenarios: Unbundled Network Elements Platform (UNE-P)

Activity	Res. /Bus. POTS	Res./Bus. ISDN
Conversion from SBC Ameritech “as is”	X	X
Convert from CLEC to CLEC	X	
Feature changes to existing customer	X	
Conversion from SBC Ameritech “as specified”	X	X
New Customer	X	X
Telephone number change	X	
Directory change	X	
Add lines/trunks/circuits	X	X
Suspend/restore service	X	
Disconnect (full and partial)	X	X
Moves (inside and outside)	X	X
Convert from CLEC to SBC	X	
Convert from Resale to Unbundled Network Elements-Platform (UNE-P)	X	X
Convert line to ISDN		X

Table 1-6: Functional Order Test Scenarios: UNE-Loop Activity

Activity	Res./ Bus. Analog Loop	Res./Bus. XDSL Capable Loop	Line Share	Bus. DS1 Loop	Inter-office Facility
Convert lines from SBC Ameritech without number port	X	X		X	
Convert lines from SBC Ameritech with LNP ⁷	X	X		X	
Convert from CLEC to CLEC	X	X			
Add new lines to existing customer	X	X		X	
Add new interoffice Digital Signal – 1/Digital Signal – 3 (DS1/DS3) facilities					X
Purchase lines for a new customer	X	X	X	X	
Disconnect (full and partial)	X	X	X	X	
Moves (inside and outside)	X			X	
Directory Listing Change	X	X			
Convert from Resale to UNE-Loop	X				
Convert from UNE-P to UNE-Loop	X				
Standalone Number Portability	X				
Purchase Dark Fiber					X
Convert data service from SBC to CLEC			X		
Convert voice service from CLEC to SBC			X		

⁷ BearingPoint was unable to test LNP for xDSL and DS1 services due to a lack of CLEC volunteers who were ordering these services in the test bed central offices.

Table 1-7: Functional Order Test Scenarios: Unbundled Network Elements EEL (UNE-EEL)

Activity	Res. /Bus. Loops	Res./Bus. DS1 Loop
Convert lines from SBC without number port	X	X
Convert lines from SBC with LNP ⁸	X	X
Add new lines to existing EEL	X	X
Purchase lines for a new customer	X	X
Convert customer from Resale to UNE EEL	X	
Disconnect (full and partial)	X	X

Table 1-8: Combined (EDI and CORBA) Provisioning Order Status Inquiry Pre-Order Total

Pre-Order Query Type			BM ⁹ (95 percent within time) ¹⁰	BM Compliance ¹¹
Provisioning Order Status Inquiry			10 seconds	94.4 percent ¹²

⁸ BearingPoint was unable to test LNP for xDSL and DS1 services due to a lack of CLEC volunteers who were ordering these services in the test bed central offices.

⁹ BM = Benchmark

¹⁰ Pre-Order Timeliness of Response results are calculated as a weighted percentage of combined EDI and CORBA Pre-Orders.

¹¹ The following calculation was used to determine the weighted percentage of BM 2 Compliance: [(EDI Percentage of Responses within BM 2)*(CORBA Percentage of Responses within BM 2)]/2.

¹² This is excluding Provisioning Order Status pre-orders by CC query, and is the total percentage of responses returned on time, with PON, SON, and WTN queries by each interface weighted equally.

Table 1-9: EDI Provisioning Order Status Inquiry Pre-Order Total

Pre-Order Query Type	Total				BM ¹³ (95 percent within time)	Number of Responses within BM	BM Compliance
Provisioning Order Status Inquiry	108				10 seconds	SON – 44 of 61 PON – 21 of 21 WTN – 26 of 26	90.7 percent ¹⁴

Table 1-10: CORBA Provisioning Order Status Inquiry Pre-Order Total

Pre-Order Query Type	Total				BM ¹⁵ (95 percent within time)	Number of Responses within BM	BM Compliance
Provisioning Order Status Inquiry	124				10 seconds	SON – 93 of 99 PON – 14 of 14 WTN – 11 of 11	98.0 percent ¹⁶

¹³ BM = Benchmark

¹⁴ This percentage is derived by weighting SON, PON and WTN equally.

¹⁵ BM = Benchmark

¹⁶ This percentage is derived by weighting SON, PON and WTN equally.

Figure 1-1: Provisioning Order Status Inquiry Pre-Order Timeliness

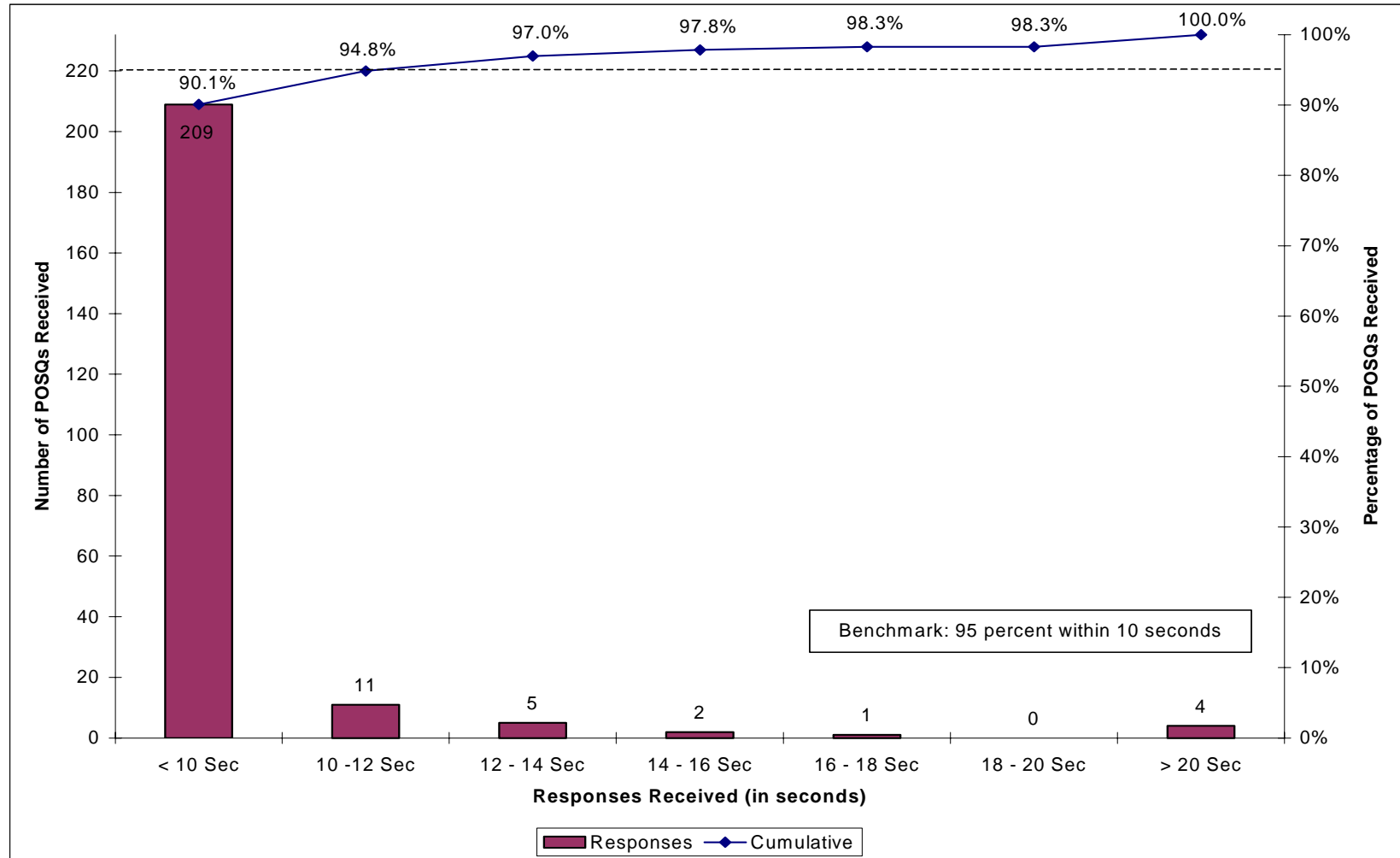


Table 1-11: Mechanized Reject Messages

Order Types	Benchmark	Total	On Time Total	Compliance with Benchmark
Mechanized Rejects	97 percent returned within 1 hour	1,253	1,197	95.5 percent

Figure 1-2: Mechanized Reject Message Timeliness

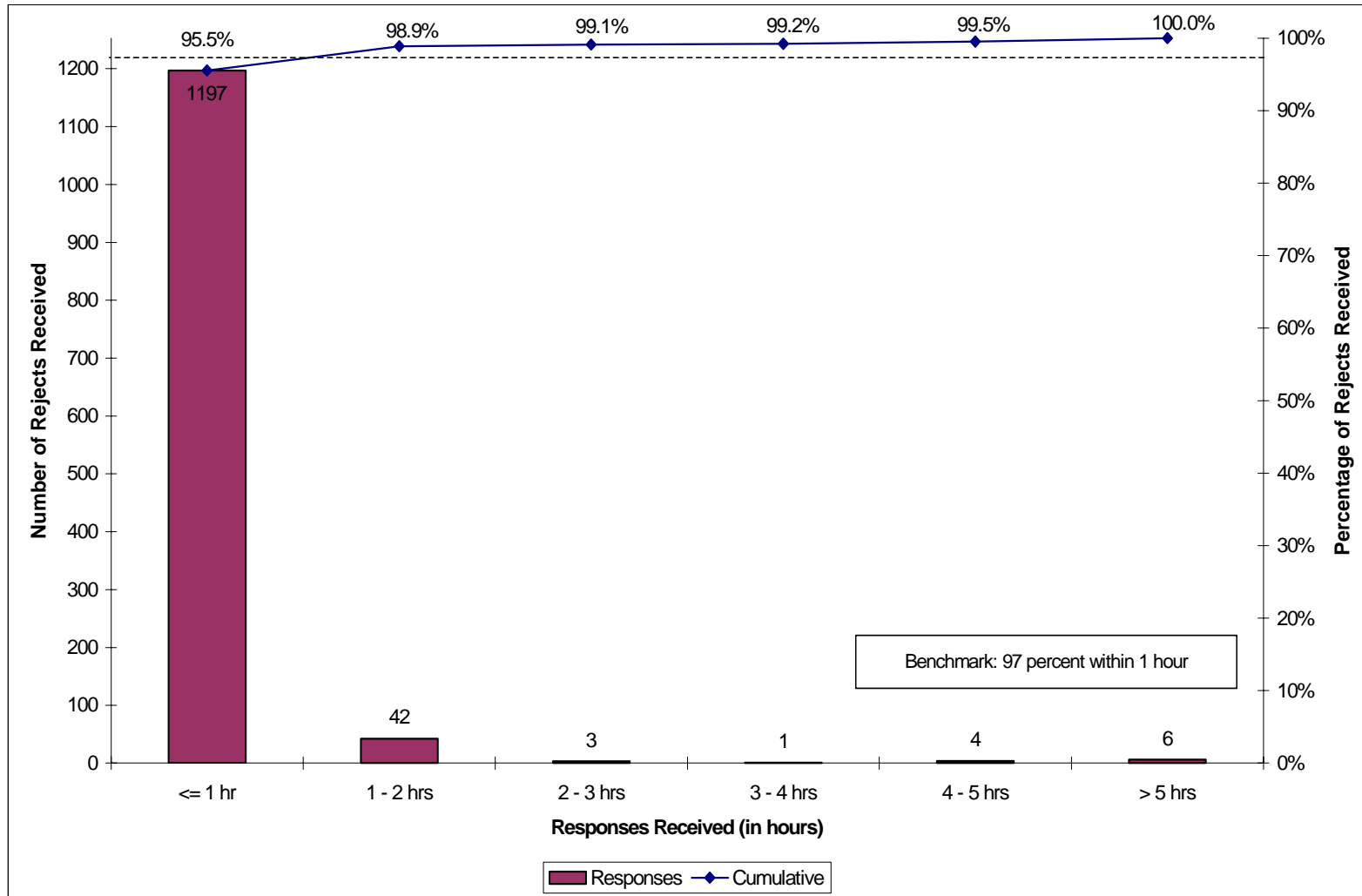


Table 1-12: Electronic Non-Mechanized Reject Messages

Order Types	Benchmark 1	Total Responses	On Time Response	Compliance with Benchmark 1	Benchmark 2	Average Response Time
Non-Mechanized Rejects	97 percent within 5 hours	1,333	1,197	89.8 percent	Average Response Time within 5 hours	2.68 hours

Figure 1-3: Electronic Non-Mechanized Reject Message Timeliness

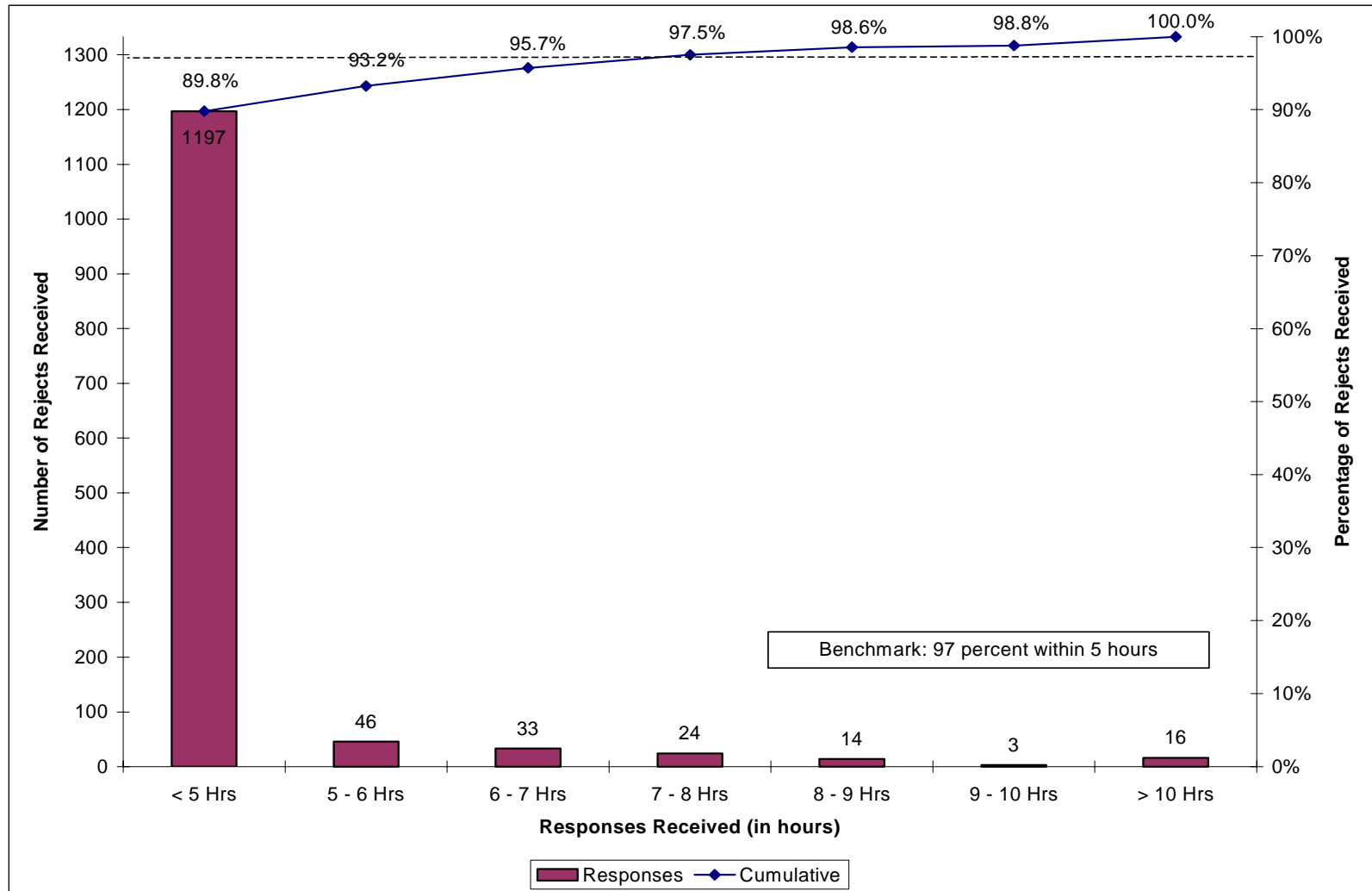


Table 1-13: Manual Reject Messages

Order Types	Benchmark	Total	On Time Total	Manual Percentage	Average Standard: 5 Hour
Non-Mechanized Rejects	97 percent returned within 5 hour	231	167	72.3 percent	6.20 hours

Figure 1-4: Manual Reject Message Timeliness

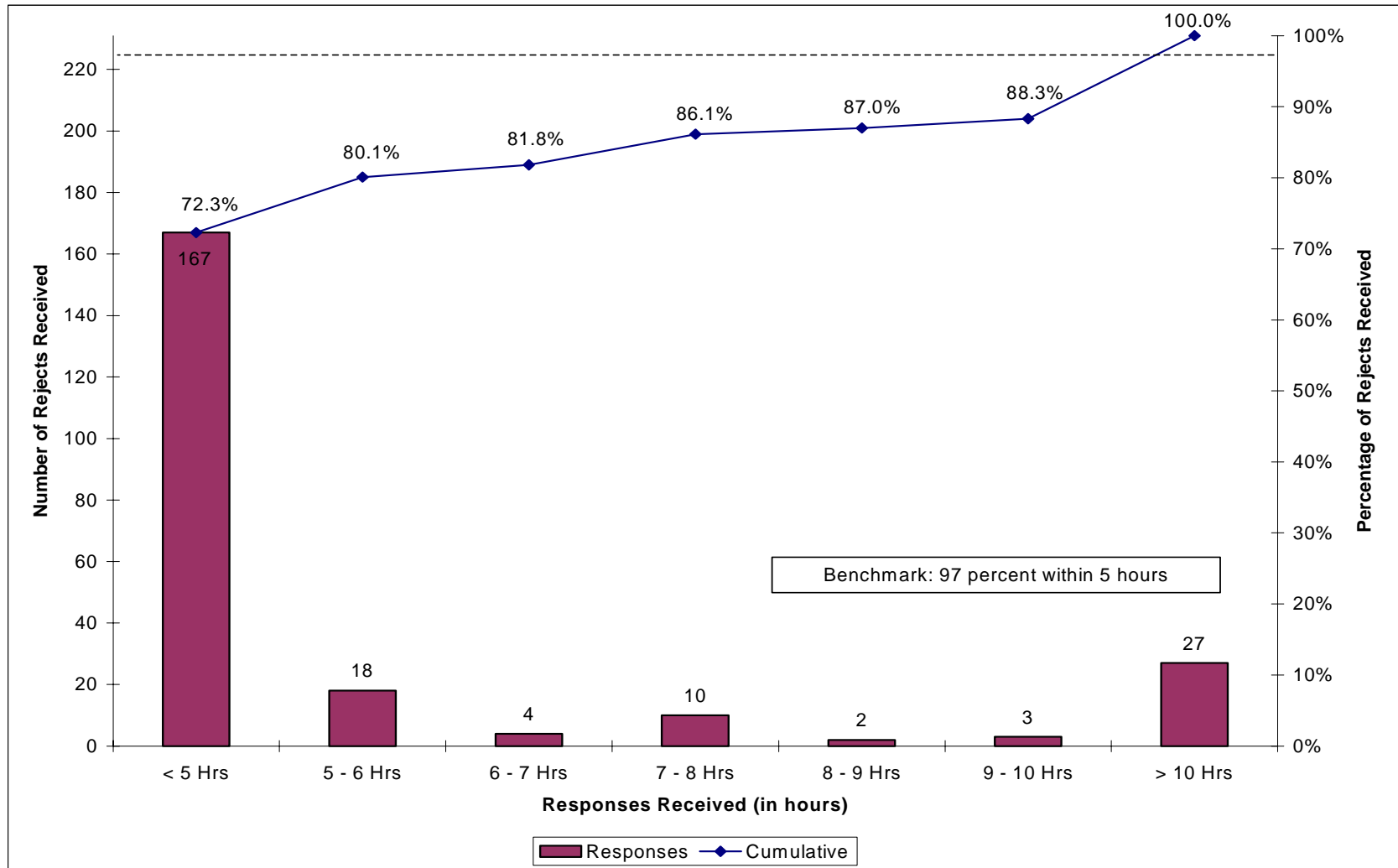


Table 1-14: Electronic Non-Mechanized Firm Order Confirmation Responses

Order Types	Benchmark	Total Responses	On Time Responses	Compliance with Benchmark
Simple Residence and Business (FOC)	95 percent returned within 5 hours	85	80	94.1 percent
UNE-Loop (FOC)	95 percent returned within 5 hours	285	256	89.8 percent
Simple UNE-Platform (FOC)	95 percent returned within 5 hours	186	175	94.1 percent
LNP with Loop (FOC)	95 percent returned within 5 hours	191	191	100 percent
Simple LNP Only (FOC)	95 percent returned within 5 hours	153	153	100 percent
Switch Ports	95 percent returned within 5 hours	35	24	68.6 percent
Total		935	879	94.0 percent

Figure 1-5: Electronic Non-Mechanized Firm Order Confirmation Timeliness

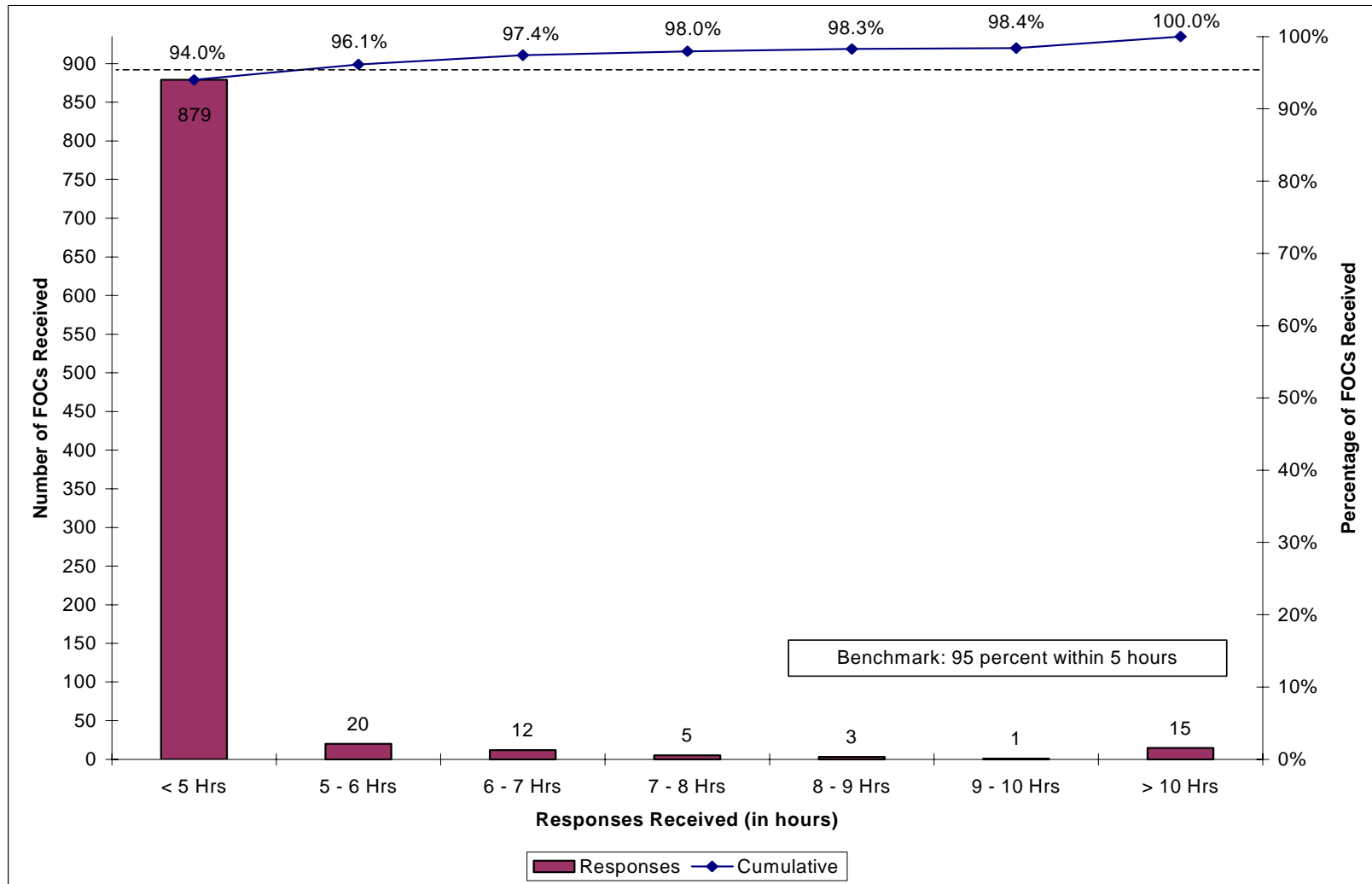


Table 1-15: Electronic xDSL Firm Order Confirmation Responses

Order Types	Benchmark	Total	On-Time Total	Compliance with Benchmark
xDSL Capable Loop (FOC)	95 percent returned within 6 hours	413	377	91.3 percent
Total		413	377	91.3 percent

Figure 1-6: Electronic xDSL Capable Loop Non-Mechanized Firm Order Confirmation Timeliness

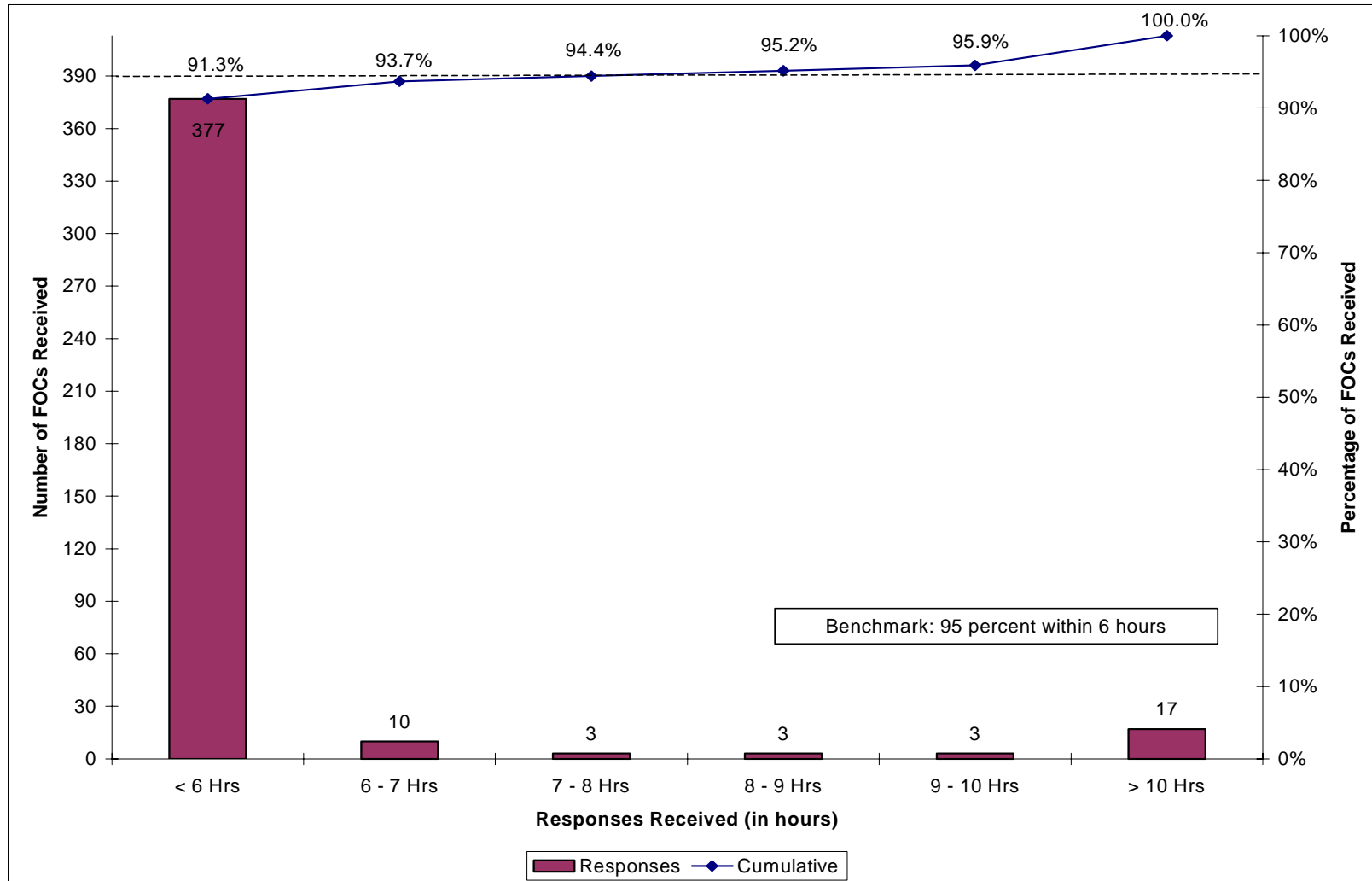


Table 1-16: Electronic Line Sharing Firm Order Confirmation Responses

Order Types	Benchmark	Total	On-Time Total	Compliance with Benchmark
Line-Sharing (FOC)	95 percent returned within 6 hours	88	86	97.7 percent
Total		88	86	97.7 percent

Table 1-17: Electronic Complex Business Firm Order Confirmation Responses

Order Types	Benchmark	Total	On-Time Total	Compliance with Benchmark
Complex Business (FOC)	94 percent returned within 24 hours	321	320	99.7 percent
Total		321	320	99.7 percent

Table 1-18: Electronic Complex UNE-P Firm Order Confirmation Responses

Order Types	Benchmark	Total	On-Time Total	Compliance with Benchmark
Complex UNE-P (FOC)	94 percent returned within 24 hours	125	122	97.6 percent
Total		125	122	97.6 percent

Table 1-19: Mechanized Completion Notices

Order Types	Benchmark	Total	On Time Total	Percentage
Mechanized Completion Notices	97 percent returned within 1 business day of Completion Date	1,230	1,166	94.8 percent

Figure 1-7: Mechanized Completion Notice Response Timeliness

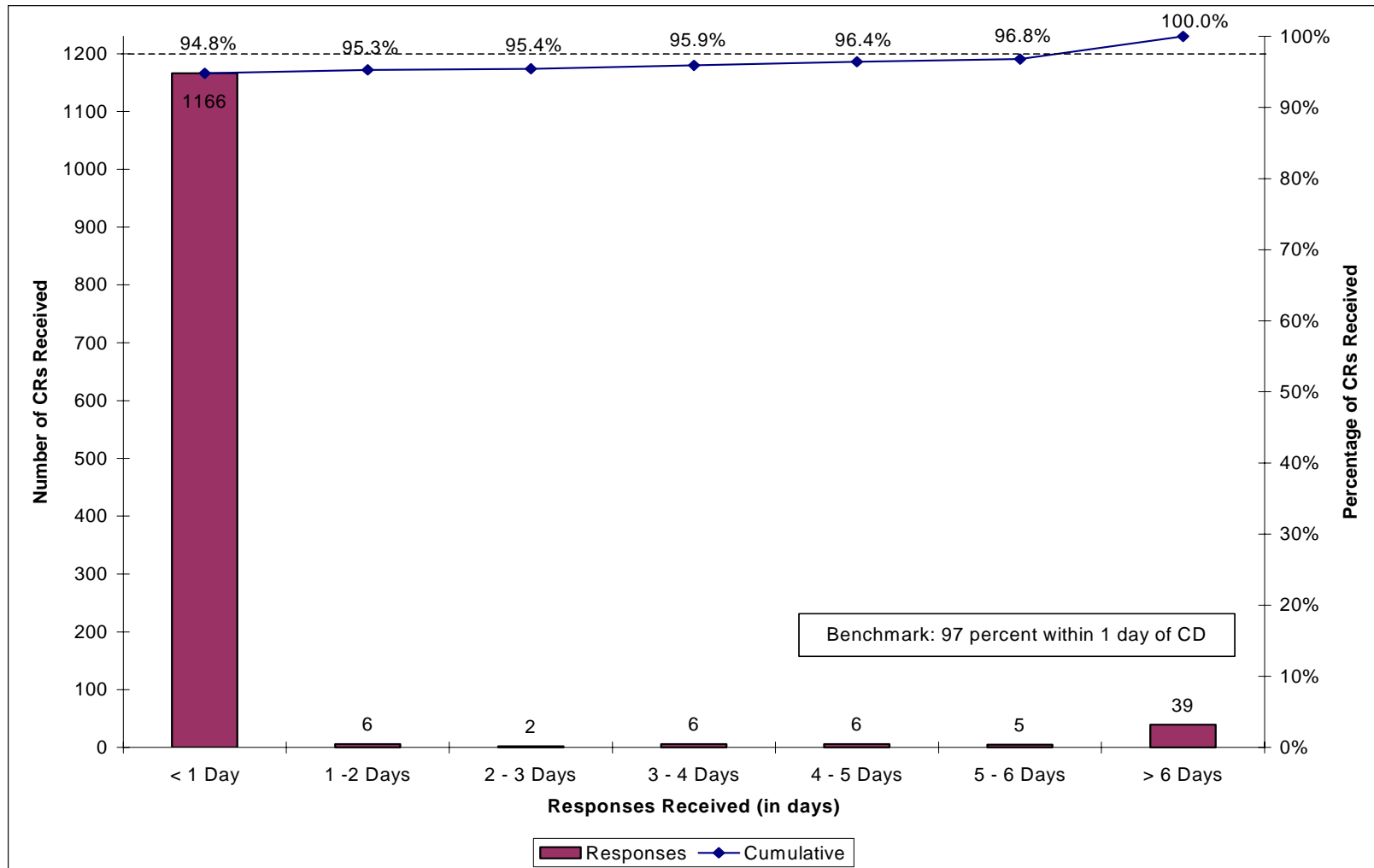


Table 1-20: Results Updated to Reflect the Classifications of ISDN-BRI Non-Designed Circuits

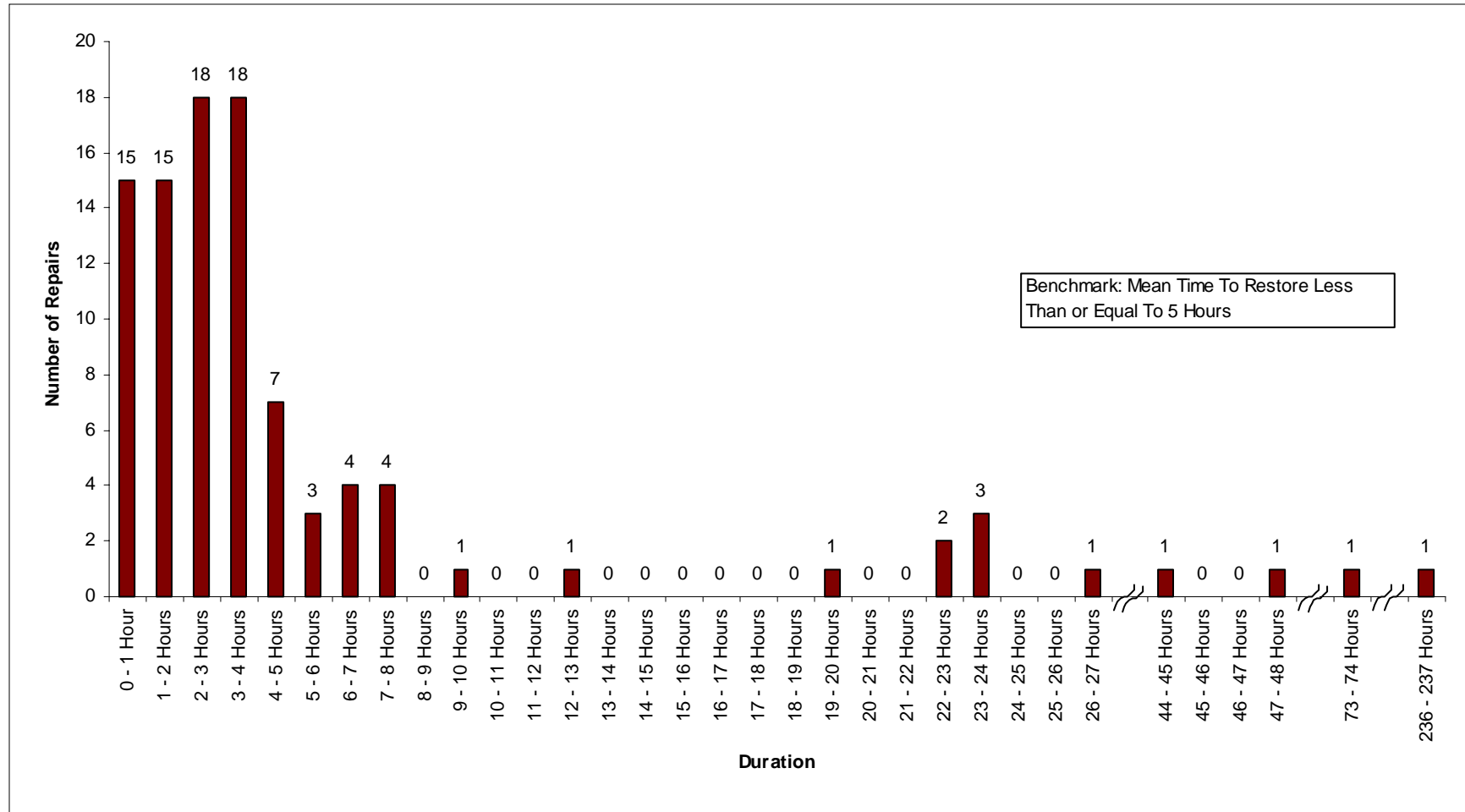
Test Reference	Measurement	Number of Non-Designed ISDN-BRI Circuits	Specials		POTS		Change in Result Status?
			Prior Test Results With Circuits Included As Specials	Benchmark	Current Test Results With Circuits Included As POTS	Benchmark	
TVV7-1	Resale/UNE-P Missed Repair Commitment Dispatch	9	5.6 percent	12 percent	6.1 percent	12 percent	No
TVV7-2	Resale/UNE-P Missed Repair Commitment Non-Dispatch	2	1.8 percent	4 percent	2.4 percent	4 percent	No
TVV7-4	Resale/UNE-P OOS < 24 Hours	10	79.4 percent	65 percent	76.9 percent	63 percent	No
TVV7-5	Resale/UNE-P Receipt to Clear Dispatch	9	23.0 Hours	42 Hours	22.8 Hours	42 Hours	No
TVV7-6	Resale/UNE-P Receipt to Clear Non-Dispatch	2	4.8 Hours	9 Hours	5.3 Hours	9 Hours	No
TVV7-15	Specials Mean Time To Restore	11	10.3 Hours	6 Hours	8.5 Hours	5 Hours	No

BearingPoint concluded that an inconsistency exists in the business rule definition for PM 52, and that this inconsistency has impacted BearingPoint’s analysis of MTTR intervals for Specials circuit trouble reports. In PM 52, the business rule definition does not make a distinction between Designed and Non-Designed ISDN-BRI circuits. It simply includes ISDN-BRI circuits as one of the products listed in the “Levels of Disaggregation” section of the PM definition. However, within the business rule definition, the timestamp definition states, “the start time is when the customer report is received and the stop time is when the report is closed in WFA.” Since trouble reports for Non-Designed ISDN-BRI circuits are not managed in WFA, the implication is that these circuits are not included in the relevant disaggregation. BearingPoint has confirmed with SBC Ameritech that Non-Designed ISDN-BRI circuits are not managed in WFA, for both retail and wholesale, and therefore, are not included in the disaggregation for Specials circuits.

BearingPoint also notes that SBC Ameritech’s processing is different for Designed versus Non-Designed ISDN-BRI circuits; Designed ISDN-BRI circuits receive a higher repair priority with shorter repair commitment intervals than Non-Designed ISDN-BRI circuits. In fact, Non-Designed ISDN-BRI trouble reports are handled in a similar manner to wholesale and retail POTS trouble tickets. Consequently, including Non-Designed ISDN-BRI circuits in the category of Specials circuits is not a like-for-like comparison with retail data.

Based on these factors, BearingPoint determined that its analysis should not include Non-Designed ISDN-BRI circuits in the test analysis related to Specials circuit MTTR. Since all of the ISDN-BRI circuits used by BearingPoint to perform testing were provisioned as Non-Designed circuits, they have been included in the POTS category. This method of disaggregation differs from BearingPoint's earlier approach, which had classified all of the ISDN-BRI test bed circuits as Specials for evaluation criteria derived from parity measures. BearingPoint updated its test results by classifying ISDN-BRI circuits as POTS. For comparative purposes, Table 1-20 shows the results when the ISDN-BRI circuits are classified as Specials and also when they are classified as POTS. Figure 1-8 provides a histogram of the data used to calculate MTTR for Specials circuits.

Figure 1-8: Specials Circuits Time To Restore



2. Observation and Exception Status

The following table provides the final status of the one Exception and eight Observations that were open in the Michigan Master Test Plan's TVV and PPR tests as of January 13, 2003.

Table 2-1: Status of Observations and Exceptions Open as of January 13, 2003

O/E	#	Description	Test	Date Posted	Date Closed	Retested with Resolution
Exc	119	SBC Ameritech does not follow a systematic process for verifying the accuracy and ensuring proper formatting of bills produced by the Carrier Access Billing System (CABS).	PPR13	6/14/02	3/25/2003	Yes
Obs	316	The Electronic Bonding Trouble Administration (EBTA) GUI-Web User Guide, does not provide information to submit troubles for Private Line (PL) 56K circuits	TVV5	4/8/02	2/4/2003	Yes
Obs	656	SBC Ameritech did not appear to process Test CLEC Special Circuit trouble reports with a Mean Time To Restore (MTTR) interval at least equal to that of SBC Ameritech retail Special Circuit trouble reports.	TVV7	9/23/02	3/18/2003	No
Obs	698	SBC Ameritech EDI and CORBA systems returned inconsistent Provisioning Order Status Inquiry (POS) pre-order responses submitted for the same order, when the POS pre-orders were populated according to the Local Service Pre-Ordering Requirements (LSPOR) doc	TVV1	11/14/02	4/8/2003	Yes
Obs	705	SBC Ameritech manual systems did not return responses to manual pre-orders for complex service orders when populated according to SBC Ameritech documentation.	TVV1	11/21/02	1/14/2003	Yes
Obs	712	The Test CLEC has observed inconsistent SBC Ameritech documentation regarding Yellow Page Heading (YPH) Codes.	TVV1	12/3/02	2/25/2003	Yes
Obs	773	UNE-Loop orders not documented as flow through eligible flowed through SBC Ameritech EDI systems.	TVV3	12/31/02	2/4/2003	Yes

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O/E	#	Description	Test	Date Posted	Date Closed	Retested with Resolution
Obs	779	The Test CLEC has received EDI Pre-Order responses that cannot be processed due to the receipt of inappropriate data values. The values provided should only be used to describe the structure of the EDI transaction set and should not be sent as part of the	TVV1	12/31/02	1/21/2003	Yes
Obs	795	The Test CLEC has experienced incorrect SBC Ameritech Interactive Agent (IA) functionality in SBC Ameritech's pre-order production environment.	TVV1	1/23/03	3/4/2003	Yes