

Issued: August 14, 2001  
 Revised: November 29, 2001  
 Revised: December 7, 2001

## **EXCEPTION REPORT #1**

Verizon failed to properly update its Directory Listings database according to properly ordered directory listing changes.

### **Issue**

According to the Directory Assistance Update Accuracy metric (OD-3-02),<sup>1</sup> Verizon's wholesale update performance should be in parity with retail performance.

KPMG Consulting performed 153 directory listing validations for CLECs and KPMG Consulting orders, with only 90 or 58.8% of the telephone numbers provisioned accurately within 48 hours after the Verizon firm order confirmation date. However, using the April Virginia Carrier-to-Carrier Report, KPMG Consulting found that retail orders were provisioned accurately at a rate of 99.5%.

Exhibit 1 shows the orders for which KPMG Consulting found discrepancies.

### **Exhibit 1: Directory Listing Discrepancies**

<b>Item</b>	<b>Telephone Number</b>	<b>Issue Description</b>
1	7577236101	No update made per the order. 2/2/01 – reported as last system update.
2	8047396768	Not found in Verizon database.
3	8046741689	Not found in Verizon database.
4	7574601147	Not found in Verizon database.
5	7575884165	Not found in Verizon database.
6	7575889624	Not found in Verizon database.
7	7575889628	Not found in Verizon database.

<sup>1</sup> Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports, dated August 11, 2000.

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Item	Telephone Number	Issue Description
8	7572001127	Not found in Verizon database.
9	8043039896	Not found in Verizon database.
10	5712038803	Not found in Verizon database.
11	8042671630	Not found in Verizon database.
12	7572001170	Not found in Verizon database.
13	7576223946	Not found in Verizon database.
14	7572454863	Not found in Verizon database.
15	7036418890	Original state on CSR is Vienna, VA; request was to retain listing "as is". Listing shows in Falls Church, VA and not the requested Vienna.
16	8044400177	Request was to be non-pub but shows as listed.
17	8047448672	Requested name inaccurate in DA listing.
18	5408559998	Does not appear in Ops. Services screens. The area code and the township do not match within their records.
19	5408559997	Does not appear in Ops. Services screens. The area code and the township do not match within their records.
20	7032392398	Does not appear in Ops. Services screens. The area code and the township do not match within their records.
21	7032392397	Does not appear in ops. Services screens. The area code and the township do not match within their records.

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Item	Telephone Number	Issue Description
22	5408559995	Does not appear in ops. Services screens. The area code and the township do not match within their records.
23	5408559996	Does not appear in ops. Services screens. The area code and the township do not match within their records.
24	5408559994	Does not appear in ops. Services screens. The area code and the township do not match within their records.
25	7032392394	Does not appear in ops. Services screens. The area code and the township do not match within their records.
26	7575979042	LSR request was to make this listed, it appears as special non-pub.
27	7575999508	LSR request was to make this non-listed, only appearing in DA. It shows with a "list" code in the DL database.
28	7039798304	LSR required # to be listed; also, listing requested "testbed 111 at 16 attest blvd". Listing is "testbed roger f".
29	7039794459	LSR required # to be listed; also, listing requested "testbed 111 at 4 attest blvd". Listing is "testbed roger e".
30	7575964077	LSR required # to be listed; also, listing requested "testbed 111 at 4attest blvd". Listing is "testbed roger g".
31	7033022050	Not found in Directory Listing (DL) database.
32	8045340001	Not found in DL Database.
33	8045340000	Not found in DL Database.
34	7033022056	Not found in DL Database.

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Item	Telephone Number	Issue Description
35	7033022058	Not found in DL Database.
36	5409941524	Not found in DL Database.
37	409941524	Not found in DL Database.
38	8045253469	Not found in DL Database.
39	5409940819	Not found in DL Database.
40	7038925420	Not found in DL Database.
41	7575968067	Not found in DL Database.
42	7575918752	Not found in DL Database.
43	8045340679	Not found in DL Database.
44	7032392393	Not found in DL Database.
45	7574946035	Not found in DL Database.
46	5408559993	Not found in DL Database.
47	5403940498	Not found in DL Database.
48	5403940497	Not found in DL Database.
49	5405460494	Not found in DL Database.
50	5405460496	Not in correct book location, so Ops. Services cannot see it correctly.
51	5405460495	Not in correct book location. In addition, the address was not listed on the LSR, and this record shows the address.

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Item	Telephone Number	Issue Description
52	5408868001	Address update correct, but requested name listing is incorrect.
53	5408861150	No update made to DL database.
54	5402482200	Not found in Verizon database.
55	5408853015	Not found in Verizon database.
56	5409941594	Order requested address of 113c; not in the listing.
57	7033022105	Request was to list, in DL Database, shows as special non-pub.
58	5409949671	The DL is listed under verizon and under the wrong name. Should be listed as testbed 112c @ 2 attest blvd, pulaski va 24301.
59	5409940819	This order has a main listing and additional listing ordered. The "LML" is not found in dl database.
60	7575979019	This order has a main listing and additional main listing ordered. The local additional main listing (LAM) is not shown in the DL Database.
61	5409941519	This order has a main listing and additional main listing ordered. The local additional main listing (LAM) is not shown in the DL Database.
62	7033022130	This order has a main listing and additional main listing ordered. The local additional main listing (LAM) is not shown in the DL Database.
63	7039201679	This order has a main listing and additional main listing ordered. The local additional main listing (LAM) is not shown in the DL Database.

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**Additional Information (as of November 29, 2001)**

On November 13, 2001, KPMG Consulting visited the Verizon Directory Assistance Center and performed validation on 96 directory listings for KPMG Consulting production orders. Of these listings, 89, or 92.7%, were provisioned accurately within 48 hours of the Verizon firm order confirmation date.

Exhibit 2 lists the seven orders for which KPMG Consulting found discrepancies.

**Exhibit 2: Directory Listing Discrepancies**

<b>Item</b>	<b>Telephone Number</b>	<b>Issue Description</b>
1	5409941671	Not found in Verizon database
2	5409941670	Not found in Verizon database.
3	7575979301	Not found in Verizon database.
4	7575979301	Listing requested is "Testbed Roger Bedgn 315-11 4 Attest Blvd Newport News 23601". Listing is "Testbed Roger Be 315 – 11 4 Attest Blvd Newport News 23601".
5	7033024044	Incorrect address number. Listing requested an address number of "14". Listing reflected an address number of "2".
6	5405539016	Listing name requested is "Apple Moving and Storage DGN 819 3". Listing is "Apple Moving and Storage 819 3".
7	5405539017	Listing name requested is "Treeview Gardens DGN 819 4". Listing is "Treeview Gardens 819 4".

**Additional Information (as of December 7, 2001)**

KPMG Consulting reviewed the items in Exhibit 2 and found that for Items 6 and 7, the listing was not accurately represented in the November 29, 2001 version. Specifically, for Item 6, the listing was "Apple Moving and Storage 819" when the accurate listing should have been "Apple Moving and Storage 819 3". Additionally, for Item 7, the listing was "Treeview Gardens 819" when the accurate listing should have been "Treeview Gardens 819 4". Both Items have been corrected in the December 7, 2001 version.

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**Assessment**

Inaccurately provisioned directory listing updates may negatively impact the CLECs' end-user customers as well as the end-users' views of the ordering CLECs.