

November 27, 2001

EXCEPTION REPORT #5

KPMG Consulting observed that orders did not flow through as expected.

Issue

According to Verizon documentation,¹ the order type “Migrate as-specified a retail residential 1-line customer to UNE-P” should flow through.

As of November 15, 2001, KPMG Consulting had submitted four ‘Migrate as-specified’ orders; however, these orders did not flow through as expected.² Exhibit 1 lists the Purchase Order Numbers (PON) that did not flow through.

Exhibit 1: PONs that did not Flow Through

Item	PON*Ver	LSR Sent	Confirmed	Scenario
1	005091VY1X010005*AA	10/30/2001 11:50	10/31/2001 10:27	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.
2	005091VY1X000006*AA	10/30/2001 11:55	10/31/2001 11:21	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.
3	005091VY1X000007*AA	10/30/2001 11:59	10/31/2001 11:57	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.
4	005091VY1X000008*AA	10/30/2001 12:04	10/31/2001 12:00	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.

Assessment

Inaccurate flow-through processing impedes a CLEC’s ability to anticipate the confirmation of service orders for its customers.

¹ Documents include: *Verizon Generic Flow-Through Scenarios* (updated October 23, 2001), *USOC In-Scope Table eTRAK Platform Products* (updated July 12, 2001), and *Resale Products* (updated July 27, 2001).

² This issue was originally encountered during the KPMG Consulting Production Test (Observation 13, Item #'s 14-17). In response to these Items, Verizon indicated that a system fix was implemented on September 18, 2001 that would allow Migrate “as specified” test cases to flow through.

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