

December 28, 2001

### EXCEPTION REPORT #13

KPMG Consulting is unable to perform Automatic Feature Update (AFU) transactions on Plain Old Telephone Service (POTS) lines.

#### Issue

According to the *RETAS Student Guide*,<sup>1</sup> AFU transactions should automatically update switching features via RETAS. AFUs allow CLECs to add billed, but not provisioned, switch features to the end-user's line by utilizing the Trouble Ticket Create transaction in RETAS.

As of December 18, 2001, KPMG Consulting attempted to perform four AFU transactions via RETAS. None of these transactions resulted in the automatic update of missing features.<sup>2</sup> Exhibit 1 lists the lines on which the most recent AFU transactions were attempted.

#### **Exhibit 1: Trouble Ticket Create Transactions for AFU**

<b>Item</b>	<b>Bell Atlantic Trouble Ticket Number</b>	<b>TN</b>	<b>Feature</b>
1	0419596	8047879247	Call Waiting
2	0345168	5405539178	Call Forwarding
3	0345974	5409941749	Call Forwarding
4	0216491	8045949061	Call Waiting

#### Assessment

CLECs require the ability to utilize the AFU function in a manner consistent with documentation outlined in the *RETAS Student Guide*.

<sup>1</sup> The *RETAS Student Guide* can be found online at [http://128.11.40.241/east/business\\_rules/downloads/retas\\_training\\_manual\\_for\\_bund.doc](http://128.11.40.241/east/business_rules/downloads/retas_training_manual_for_bund.doc).

<sup>2</sup> This issue was initially raised as an observation following the M&R RETAS Functional Evaluation (TVV5). Verizon indicated that a fix was implemented during the weekend of December 14-16 that would allow for AFU transactions to flow through as described in the *RETAS Student Guide*.

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