February 8, 2002

EXCEPTION #13 DISPOSITION REPORT

On December 28, 2001, KPMG Consulting issued Exception Report #13, which stated that KPMG Consulting was unable to perform Automatic Feature Update (AFU) transactions on Plain Old Telephone Service (POTS) lines in a manner consistent with documentation outlined in the *RETAS Student Guide.*[1]

Upon receiving Verizon's response, dated January 10, 2002, indicating that the AFU transaction could be retested, KPMG Consulting submitted four additional AFU transactions. One of the responses received contained EBHOLD as the Handle Code and the other three contained FIXAS. On all of the responses, the Additional Status Information field was left blank. According to the *RETAS Student Guide*, neither Handle Code represented a successful AFU transaction nor should have the Additional Status Information field been left blank. Subsequent calls made to the Regional CLEC Maintenance Center (RCMC) confirmed that features had been automatically updated on the lines on which FIXAS was returned as the Handle Code. However, because the AFU functionality was still inconsistent with documentation, KPMG Consulting updated the exception with the four retest transactions.

Verizon's response to the updated exception, dated January 28, 2002, stated that the Additional Status Information field was not being populated correctly and that software changes were scheduled for the February 16th release to remedy the problem. Verizon also stated that the FIXAS Handle Code was the proper Handle Code for successful AFU transactions and that the documentation had been modified to reflect this. Additionally, Verizon updated the documentation to indicate it was possible for a switch to be temporarily busy. If an AFU transaction is unsuccessful because the switch is busy, the transaction will time out and an EBHOLD handle code will be returned, indicating the transaction request was sent for manual intervention.

KPMG Consulting retested the AFU transaction on January 30 and 31, 2002 and, in accordance with the updated *RETAS Student Guide*, received satisfactory responses on all 20 AFU retest transactions. Out of the 20 retest transactions, KPMG Consulting received FIXAS as the Handle Code on 14 and EBHOLD as the Handle Code on the remaining six. Additionally, all 20 AFU transactions had the features correctly updated on the lines per the RCMC.

Based on the retest and updates made to the *RETAS Student Guide*, KPMG Consulting considers this exception closed as of February 8, 2002.

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[1] The *RETAS Student Guide* can be found online at
http://128.11.40.241/east/business_rules/downloads/retas_training_manual_for_bund.doc.

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