

Issued: December 28, 2001

Revised: January 17, 2002

### **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 switch 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 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

#### **Additional Information (as of January 17, 2002)**

On January 14, 2002, KPMG Consulting submitted four AFU transactions via RETAS. KPMG Consulting determined that one of the AFU transactions was routed to a Verizon technician for manual handling. After reviewing the *RETAS Student Guide*, KPMG Consulting was unable to determine whether the remaining AFU transactions succeeded in automatically updating the desired features.

<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, 2001 that would allow for AFU transactions to flow through as described in the *RETAS Student Guide*.

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According to the *RETAS Student Guide*, a successful AFU transaction results in the following items in the Trouble Response page:

- “Line Feature Discrepancy Found and Fixed” in the Additional Status Information field; and
- “FIXED” in the Handle Code field.

However, none of the four AFU transactions submitted received these responses. Exhibit 2 outlines the details of these transactions.

### Exhibit 2: Trouble Ticket Create Transactions for AFU Retest

Item	Bell Atlantic Trouble Ticket Number	Feature	TN	Additional Status Information Field	Trouble Ticket Handle Code
1	0079781	Call Forwarding	8045949051	Not Applicable <sup>3</sup>	EBHOLD <sup>4</sup>
2	Unavailable <sup>5</sup>	Call Waiting	5405539177	Field Missing	FIXAS <sup>6</sup>
3	Unavailable <sup>7</sup>	Call Forwarding	8047879230	Field Missing	FIXAS
4	Unavailable <sup>8</sup>	Call Waiting	8045949060	Field Missing	FIXAS

### Assessment

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

<sup>3</sup> The Additional Status Information field is not populated if a Trouble Response has generated a Bell Atlantic Trouble Ticket Number.

<sup>4</sup> EBHOLD is a default handle code used to route troubles to the RCMC for processing when no other handle code or routing request is provided.

<sup>5</sup> Trouble Responses for these AFU transactions were automatically closed by RETAS and, therefore, a trouble ticket was not generated.

<sup>6</sup> FIXAS is an unrecognizable handle code that was returned by Verizon in response to the transactions.

<sup>7</sup> Trouble Responses for these AFU transactions were automatically closed by RETAS and, therefore, a trouble ticket was not generated.

<sup>8</sup> Ibid.

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