

VERIZON RESPONSE TO VA SCC KPMG EXCEPTION

Exception #: 1

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

Domain: POP

Date Uncovered by KPMG: 8/14/01

Date VERIZON Received: 8/14/01

Date VERIZON Responded: 8/30/01

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

VERIZON Response: **8/30/01 Response to Exception**

Verizon's Response:

The following is an analysis of the listing discrepancies included in this exception.

NMC Representative Errors

The listing discrepancies identified by KPMG Consulting for the following 34 PONs are attributable to NMC Representative errors.

Individual feedback and coaching has been provided to each NMC representative that contributed to the directory discrepancy. In addition, new teams within the NMC have been established to expand and enhance the directory review process. The review process has been changed to improve the error correction step. Formerly, the correction step involved handing errors to another group. This additional step created confusion as to what needed to be corrected and was further degraded by competing priorities of the different groups. The changed process will now have the representative that identified the error, correct the error immediately. As errors are identified and corrected, feedback will be distributed to the responsible NMC representative and supervisor.

The scope of the directory review process has also been expanded to include all order types that may include a directory listing request.

Information from the reviews will be gathered and trended. The trends will be analyzed, by the training and operation groups, to develop additional training and job aids.

Verizon expects to see the benefits of these improvements for requests received after 9/17/01.

Item	Telephone Number	Issue Description
2	8047396768	Not found in Verizon database.
3	8046741689	Not found in Verizon database.
4	7574601147	Not found in Verizon database.
8	7572001127	Not found in Verizon database.
9	8043039896	Not found in Verizon database.
10	5712038803	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.
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.

Item	Telephone Number	Issue Description
39	5409940819	Not found in DL Database.
40	7038925420	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.
51	5405460495	Not in correct book location. In addition, the address was not listed on the LSR, and this record shows the address.
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.

Correct listing information in 411 Database

Verizon's investigation of the following 19 PONs revealed correct listing information in the 411 database.

Item	Telephone Number	Issue Description
1	7577236101	No update made per the order. 2/2/01 – reported as last system update.
11	8042671630	Not found in Verizon database.
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.
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.
41	7575968067	Not found in DL Database.
50	5405460496	Not in correct book location, so Ops. Services cannot see it correctly.
52	5408868001	Address update correct, but requested name listing is incorrect.
53	5408861150	No update made to DL database.

Item	Telephone Number	Issue Description
54	5402482200	Not found in Verizon 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.

Correctly Not Listed in the 411 Database

The following 4 PONs are special non published telephone numbers and correctly do not appear in the 411 database.

Item	Telephone Number	Issue Description
34	7033022056	Not found in DL Database.
35	7033022058	Not found in DL Database.
36	5409941524	Not found in DL Database.
37	409941524	Not found in DL Database.

Outside Scope of Test Plan

The following 3 PONs are Legacy Accounts and fall outside of the ExpressTRAK test scope, per the VA Master Test Plan.

Item	Telephone Number	Issue Description
5	7575884165	Not found in Verizon database.

Item	Telephone Number	Issue Description
6	7575889624	Not found in Verizon database.
7	7575889628	Not found in Verizon database.

Area Code Split

Due to the telephone number growth in the 804 NPA area, the Virginia State Corporation Commission (SCC) ordered the split of the 804 NPA (effective June 1st, 2001). The addition of the new 434 NPA will now serve a portion of this area. The accounts associated with these 3 PONs are in this affected area and are correctly listed in the Database.

Item	Telephone Number	Issue Description
32	8045340001	Not found in DL Database.
33	8045340000	Not found in DL Database.
38	8045253469	Not found in DL Database.