VERIZON RESPONSE TO
VA SCC KPMG EXCEPTION

Exception #:   13

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

Domain: M&R

Date Uncovered by KPMG: 12/21/01

Date VERIZON Received: 12/21/01

Date VERIZON Responded: 01/10/02

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

Verizon Response: <u>**01/10/02 Response to Exception**</u>
Verizon analysis has determined that a system problem was causing feature fix troubles to be worked manually, rather than be fixed as part of the enhanced one-step electronic processing that occurs at the time a CLEC enters a trouble ticket for a switch memory feature. The system has been repaired and is now ready for re-test.