

**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, 1/17/02 (version 2)

Date VERIZON Received: 12/21/01, 1/17/02 (version 2)

Date VERIZON Responded: 01/10/02, 1/28/02 (version 2)

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: **01/28/02 Response to Exception**
Verizon recognizes that the Additional Status Information field is not being populated correctly and software changes are currently scheduled for the February 16th release to remedy the problem. The Handle Code of FIXAS being returned is the proper handle code; the documentation has been modified on-line. The feature fix attempt, referred to above as item 1, could not electronically update the switch translations, because the switch was busy at that time, and the feature fix request timed out. This happens occasionally in production and is normal processing.