

May 9, 2001

OBSERVATION REPORT #2

KPMG Consulting has observed that Verizon's Product Interval Guides do not provide provisioning intervals for Directory Listing (DL) Orders for either Resale or Unbundled Network Elements (UNE) products.

Issue

Neither the *Resale Standard Intervals*¹ or the *Intervals for Unbundled Network Elements*² documents found on the Verizon Wholesale website³ provide provisioning intervals for stand-alone directory listing activities.

Assessment

CLECs rely on consistent and accurate documentation to correctly prepare orders. In addition, without accurate provisioning intervals, CLECs are unable to inform their customers when requested services will be provisioned, which inhibits their ability to effectively serve their customers.

¹ http://www.bellatlantic.com/wholesale/pdfs/resale_int_combined.pdf

² http://www.bell-atl.com/wholesale/html/xls/interval_une1200.xls

³ <http://128.11.40.241/east/verizon3.html>

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