

Issued: May 9, 2001

Revised: June 4, 2001

### OBSERVATION REPORT #3

KPMG Consulting has observed conflicting product intervals in documentation found on Verizon-East's Wholesale web site for Resale service requests.

#### Issue

Two sources for product intervals are available on the Verizon-East Wholesale web site<sup>1</sup> for Resale service requests: the *Resale Handbook (Volume III, Section 3.4)*<sup>2</sup> under the "Customer Documentation" section, and the *Resale Standard Intervals*<sup>3</sup> under the "Resources" section.

Multiple inconsistencies between the two documents for both Verizon-South Business and Verizon-South Residence categories have been found. Exhibit 1 details the inconsistencies found which include:

- POTS lines
  - adding lines
  - changing features
- Centrex services
- Resale migrations.

#### **Exhibit 1: Examples of Conflicting Resale Interval Documentation**

Type	Product/Service	Interval Guide from Resale Handbook	Interval Guide from Verizon's Resources Section
South-Residence	Main Line - With Cut Through	Received by 1 p.m., offer Next Day	LSR received before 3 p.m.: next day or any day thereafter
		Received after 1 p.m., offer 2 business days	LSR received after 3 p.m.: 2 days or any day thereafter
	Additional Lines - N & T: Up to and including 5 lines (no existing service)	5 days	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ.
	Easy Voice Service	3 days (DE only)	3 days

<sup>1</sup> <http://128.11.40.241/east/verizon3.html>

<sup>2</sup> [http://www.bellatlantic.com/wholesale/html/handbooks/resale/volume\\_3/r3s3\\_4.htm](http://www.bellatlantic.com/wholesale/html/handbooks/resale/volume_3/r3s3_4.htm)

<sup>3</sup> [http://www.bellatlantic.com/wholesale/pdfs/resale\\_int\\_combined.pdf](http://www.bellatlantic.com/wholesale/pdfs/resale_int_combined.pdf)

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

Type	Product/Service	Interval Guide from Resale Handbook	Interval Guide from Verizon's Resources Section
<b>South-Business</b>	Custoflex 2100 (New Service or Regrade from POTS to Custoflex)	5 days (31-75 lines)	5 days (21-75 lines)
	Inward Engineered Centrex Lines	DDA (1-4 lines) 5 days and facilities check (5-49 lines)	DDA (1-5 lines) Minimum of 5 days, however, date due will be based on facilities availability (6-49 lines)
	Caller ID/Deluxe	2 days	LSR received before 12 noon - Today by 7 p.m.  LSR received after 12 noon - Next day by 7 p.m.
	UltraForward	3 days	2 days
<b>Migrations - "As Is"</b>	Faxed LSR	With Daily Usage File: 3 days  Without Daily Usage File: 2 days	2 days
	Sent via EDI or GUI	With Daily Usage File: 2 days  Without Daily Usage File: 1 day	1 day

### **Additional Information (as of June 4, 2001)**

Exhibit 1 in the May 9, 2001 report transposed columns 3 and 4. This error has been corrected in the June 4, 2001 version.

### **Assessment**

CLECs rely on consistent and accurate documentation to correctly prepare orders. Inaccurate provisioning intervals may result in CLECs providing inaccurate due date information to their customers.

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