

May 29, 2001

OBSERVATION REPORT #6

KPMG Consulting observed that responses to Supplemental Local Service Requests (SUP) in EDI for Retail to UNE-Platform migrations do not reflect the requested changes.

Issue

KPMG Consulting issued four SUPs to existing Retail to UNE-Platform migration orders. Each SUP requested changes to the Desired Due Date (DDD) and added an additional feature (i.e. additional Universal Service Order Code (USOC)).

Following the LSOG 4.5.1 Business Rules, KPMG Consulting issued type “3” (Other) SUPs and made entries in the “Remarks” field to request changes to the DDD and to add an additional feature. However, the Local Responses (LSRLR) and the Billing Completion Messages (LSRBCM) received in response to the SUPs did not reflect the requested changes.

Specific issues KPMG Consulting encountered with the four SUPs were:

- Each SUP’s LSRLR did not reflect the requested changes to the Desired Due Date (SUP’s LSRLR contained the same Due Date as the initial order’s LSRLR)
- Each SUP’s LSRBCM did not reflect the requested feature

Exhibit 1 contains the PONs that KPMG Consulting submitted via EDI interface to Verizon’s production environment under the LSOG 4.5.1 Business Rules.

Exhibit 1: Errors Found in Requested Changes

Item	Initial Order				SUP*			
	PON*Ver	Time Issued	DDD	LSRLR DD	PON*Ver	Time Issued	DDD	LSRLR DD
1	006041TE0X000001*AA	5/08 @ 17:46	5/10	5/10	006041TE0X000001*BA	5/08 @ 18:04	5/11	5/10
2	006041TE0X000002*AA	5/10 @ 17:07	5/14	5/14	006041TE0X000002*BA	5/10 @ 17:12	5/15	5/14
3	006041TE0X000003*AA	5/11 @ 11:01	5/15	5/15	006041TE0X000003*BB	5/11 @ 13:12	5/16	5/15
4	006041TE0X000004*AA	5/14 @ 11:34	5/15	5/15	006041TE0X000004*BA	5/14 @ 11:38	5/16	5/15

*All SUPs requested Distinctive Ring as the additional feature.

Assessment

CLECs require accurate processing of SUPs to service their customers in a timely manner.

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