

June 14, 2001

## **OBSERVATION REPORT #7**

KPMG Consulting cannot complete Resale pre-orders when adhering to Verizon's LSOG 4.5.1 Business Rules documentation.

### **Issue**

In May 2001, KPMG Consulting submitted multiple Resale pre-orders, populating its Reseller ID Number (RSID) of "9995" in the Company Code (CC) field. All of the pre-orders received queries from Verizon with the following error message: "ADM7010-Invalid Exchange Carrier Code (ECC). Please call the Help Desk.9995."

Per the LSOG 4.5.1 Business Rules, the four-character, alpha-numeric CC field "identifies the Exchange Carrier generating the inquiry." The Business Rules specifically state that Resellers should populate the CC field with their RSID, while Unbundlers should populate the field with their Alternate Exchange Carrier Name (AECN).

### **Assessment**

CLECs require accurate documentation for pre-orders in order to service their customers in a timely manner.

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