

June 20, 2001

OBSERVATION REPORT #10

KPMG Consulting observed that Verizon's EDI system returns inaccurate error responses to Local Service Requests (LSR).

Issue

KPMG Consulting submitted two LSR orders with planned errors:

- Request an ADSL loop for a new, CLEC UNE-Loop, residence customer
- Add an ADSL loop to an existing, CLEC UNE-Loop, business customer

Both orders received error responses as expected; however, the content of the error messages appears to be inaccurate. Verizon's EDI system queried both requests and returned the same error message:

“EU024-(LSR:J9) Local Contact J9 Required when
 REQTYTYP = "AB" or "BB", and
 ACT = "V" and
 (2nd char of TOS is = "7", "9" "W", "X") or
 (the 3rd char of TOS = "1", "2", "3", "4", "5", "6")”

As shown in the Exhibit 1, the orders KPMG Consulting submitted do not contain an ACT value equal to “V.”

Exhibit 1: LSR Field Submissions

Item	PON Number	Scenario	Field	Value populated	Explanation
1	072091TE0X000001	Request an ADSL loop for a new CLEC UNE-Loop residence customer	REQTYTYP	AB	Loop, Firm Order
			The 3 rd character of the TOS	3	ADSL-C Qualified
			ACT	N	(New installation and/or account)
2	087031TE0X000002	Add an ADSL loop for a CLEC UNE-Loop business customer	REQTYTYP	AB	Loop, Firm Order
			The 3 rd character of the TOS	3	ADSL-C Qualified
			ACT	C	Change or modification to an existing account

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

Assessment

Without accurate error messages, CLECs may not be able to complete orders in a timely manner.