

June 28, 2001

## **OBSERVATION REPORT #12**

KPMG Consulting received unexpected errors from Verizon representatives when submitting Local Service Requests (LSRs) under the LSOG 4.5.1 Business Rules.

### **Issue**

In May 2001, KPMG Consulting submitted LSRs for Resale, UNE-Platform, and UNE-Loop products using the LSOG 4.5.1 Business Rules. In multiple instances, Verizon representatives responded with error messages that appear to contradict Verizon's business rules (see Exhibit 1).

In each instance, KPMG Consulting contacted the Verizon National Market Center (VNMC) to dispute the errors and a VNMC representative recanted the query. The VNMC then issued a Local Response (LSRLR) or requested that KPMG Consulting send a Supplemental LSR (SUP) identical to the initial order to complete the order transaction.

### Exhibit 1: Unexpected Errors Received from Verizon Representatives

| Item | Product Type            | PON*Ver             | Time Issued  | Error Message  | Initial Call to VNMC | VNMC Requested SUP | LSRLR Received |
|------|-------------------------|---------------------|--------------|--|----------------------|--------------------|----------------|
| 1    | Resale                  | 025012TE0X000003*AA | 5/11 @ 11:03 | INVALID DATA-TOS INVALID   | 5/16                 | No                 | 5/23           |
| 2    | Resale                  | 025012TE0X000004*AA | 5/11 @ 11:35 | INVALID DATA-TOS INVALID   | 5/16                 | No                 | 5/23           |
| 3    | Resale                  | 013041TE0X000001*BA | 5/16 @ 11:49 | DUP PON-013041TE0X000001<br>ORDER NUMBER C1SV70666 DD<br>5-24-01   | 5/17                 | No                 | 5/17           |
| 4    | Platform                | 019031VE0X000002*AA | 5/17 @ 16:13 | REQUIRED FIELD MISSING -<br>PQTY; LNUM; LOCNUM-PORT<br>SERVICE; LNA; PIC; LPIC; BA; TNS  | 5/21                 | Yes                | 5/23           |
| 5    | Platform                | 007021TE0X000002*AA | 5/17 @ 17:57 | REQUIRED FIELDS MISSING-<br>NEED TO LIST USOCS FOR<br>OPTIONAL FEATURES; TOUCH<br>TONE; CLASS OF SVC; NAME OF<br>END-USER FOR ACT V IN<br>PLATFORM | 5/22                 | Yes                | 6/6            |
| 6    | Resale                  | 002071TE0X000004*AB | 5/22 @ 11:00 | INVALID FEATURE- HTG; TN 540<br>994-1514 NOT INCLUDED IN<br>SEQUENCE BUT HAS HTG<br>FEATURE  | 5/31                 | No                 | 5/31           |
| 7    | Resale-<br>Private Line | 303011VE0X000001*AA | 5/23 @ 16:52 | INVALID FIELD DATA-TOS   | 5/25                 | Yes                | 5/31           |
| 8    | Platform                | 002195VE0X000001*AB | 5/23 @ 16:57 | REQ'D USOCS MISSING  | 5/30                 | Yes                | 5/31           |
| 9    | Resale-<br>Private Line | 303011VE0X000002*AA | 5/23 @ 16:59 | INVALID FIELD DATA-TOS<br>INCORRECT FOR TYPE OF SVC<br>REQUESTED   | 5/25                 | Yes                | 6/1            |
| 10   | Resale                  | 027022TE0X000003*AA | 5/30 @ 11:37 | INVALID REQUEST-SBQ INFO<br>NOT CLEAR; WHAT IS CHANGE<br>AND ON CFDE NO FORWARDING<br>NUMBER GIVEN PLEASE<br>CORRECT THANKS                        | 6/5                  | No                 | 6/11           |
| 11   | Loop                    | 062151TE0X010003*AC | 5/30 @ 16:38 | A PROBLEM WITH TN NO MATCH   | 6/6                  | Yes                | 6/6            |

#### Assessment

CLECs require accurate processing of orders by Verizon representatives 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.*