Issued: June 28, 2001
Revised: September 4, 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.

<u>Issue</u>

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.

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

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 ORDER NUMBER C1SV70666 DD 5-24-01	5/17	No	5/17
4	Platform	019031VE0X000002*AA	5/17 @ 16:13	REQUIRED FIELD MISSING - PQTY; LNUM; LOCNUM-PORT SERVICE; LNA; PIC; LPIC; BA; TNS	5/21	Yes	5/23
5	Platform	007021TE0X000002*AA	5/17 @ 17:57	REQUIRED FIELDS MISSING- NEED TO LIST USOCS FOR OPTIONAL FEATURES; TOUCH TONE; CLASS OF SVC; NAME OF END-USER FOR ACT V IN PLATFORM	5/22	Yes	6/6
6	Resale	002071TE0X000004*AB	5/22 @ 11:00	INVALID FEATURE- HTG; TN 540 994-1514 NOT INCLUDED IN SEQUENCE BUT HAS HTG FEATURE	5/31	No	5/31
7	Resale-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-Private Line	303011VE0X000002*AA	5/23 @ 16:59	INVALID FIELD DATA-TOS INCORRECT FOR TYPE OF SVC REQUESTED	5/25	Yes	6/1
10	Resale	027022TE0X000003*AA	5/30 @ 11:37	INVALID REQUEST-SBQ INFO NOT CLEAR; WHAT IS CHANGE AND ON CFDE NO FORWARDING NUMBER GIVEN PLEASE 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

Additional Information (as of September 4, 2001)

In August 2001, KPMG Consulting submitted LSRs for Resale and UNE-Loop products using the LSOG 4.6.1 Business Rules. In three instances, Verizon representatives responded with error messages that contradict Verizon's business rules (see Exhibit 2).

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Exhibit 2: Additional 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	026011VY1X000001*AB	08/15 @ 15:59	REQUIRED FIELD MISSING-ERL-THIS IS REQUIRED	08/21	No	08/28
2	Resale	011031VY1X000002*AA	08/16 @ 15:27	INVALID TOS - 2A IS FOR MULTI-LINE HOWEVER ONLY ONE LINE IS UNDER BTN	08/17	Yes	08/20
3	Loop	084061VY1X000002*AA	08/30 @ 10:42	INVALID FIELD DATA NC/NCI CODES, LOOP QUAL FIELD AND SADLO IS MISSING, PLEASE ADD AND SEND SUP. THANK YOU	09/04	No	09/05

Assessment

CLECs require accurate processing of orders by Verizon representatives in order to service their customers in a timely manner.

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