

June 28, 2001

OBSERVATION REPORT #13

KPMG Consulting observed that orders did not flow-through as expected.

Issue

Using Verizon documentation,¹ KPMG Consulting calculated the expected flow-through level for our orders and compared it against the orders' actual flow-through level as reported by Verizon (through June 11, 2001). Exhibit 1 lists Purchase Order Numbers (PONs) that did not flow-through as expected.

Exhibit 1: Examples of PONs that did not Flow-through

Item	PON*Ver	LSR Sent	Confirmed	Scenario
1	001041TE0X000002*AA	05/10/01 15:34	05/11/01 15:33	Conversion As-Is of a 1-line residential retail customer to CLEC resale
2	016121TE0X000002*AA	05/16/01 17:17	05/22/01 06:18	Restore service for a CLEC UNE-P 1-line business customer
3	072091TE0X010001*AA	05/01/01 14:21	05/01/01 17:05	New CLEC UNE residence customer orders 1 ADSL loop

Assessment

Inaccurate flow-through documentation or flow-through processing may impede a CLEC's ability to anticipate the confirmation of service orders for their customers.

¹Documents include: *Verizon Generic Flow-Through Scenarios* (updated June 7, 2001), *List of In-Scope Flowthrough Platform* (updated April 18, 2001), and *Resale USOCS* (updated April 18, 2001).

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