

Issued: June 28, 2001
 Revised: July 31, 2001
 Revised: September 21, 2001
 Revised: October 10, 2001
 Revised: November 13, 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 the below-listed service orders and compared it against the service 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	05/10/2001 15:34	05/11/2001 15:33	Conversion As-Is of a 1-line residential retail customer to CLEC resale
2	016121TE0X000002*AA	05/16/2001 17:17	05/22/2001 06:18	Restore service for a CLEC UNE-P 1-line business customer
3	072091TE0X010001*AA	05/01/2001 14:21	05/01/2001 17:05	New CLEC UNE residence customer orders 1 ADSL loop
4	081011TE0X010004*AA	07/16/2001 12:29	07/16/2001 03:19	Disconnect a UNE-L 1-line business customer
5	001021VY1X010001*AA	Rescinded		
6	079011VY1X000002*AA	08/20/2001 10:57	08/21/2001 10:54	Migrate a resale 1-line residential customer to UNE analog Loop without number portability. Submit DL with new KPMG TN.

¹Documents include: *Verizon Generic Flow-Through Scenarios* (updated August 21, 2001) *USOC In-Scope Table eTRAK Platform Products* (updated July 12, 2001), and *Resale Products* (updated July 27, 2001).

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Item	PON*Ver	LSR Sent	Confirmed	Scenario
7	079011VY1X000003*AA	08/30/2001 17:05	08/31/2001 12:48	Migrate a resale 1-line residential customer to UNE analog Loop without number portability. Submit DL with new KPMG TN
8	079011VY1X000001*AA	08/16/2001 09:48	08/16/2001 16:28	Migrate a resale 1-line residential customer to UNE analog Loop without number portability. Submit DL with new KPMG TN
9	013011VY1X020002*AA	08/27/2001 14:38	08/27/2001 16:49	Add second line to a resale 1-line residential customer.
10	013011VY1X000004*AA	08/24/2001 13:32	08/24/2001 17:06	Add second line to a resale 1-line residential customer.
11	013011VY1X000005*AA	08/30/2001 12:17	08/30/2001 18:04	Add second line to a resale 1-line residential customer.
12	013011VY1X000006*AA	08/31/2001 10:47	08/31/2001 18:57	Add second line to a resale 1-line residential customer.
13	013011VY1X000007*AA	09/04/2001 11:36	09/04/2001 15:55	Add second line to a resale 1-line residential customer.
14	005091VY1X030001*AA	08/30/2001 11:23	08/30/2001 16:26	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.
15	005091VY1X020002*AA	09/06/2001 10:46	09/06/2001 20:08	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.
16	005091VY1X010003*AA	09/06/2001 10:49	09/06/2001 18:36	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.
17	005091VY1X000004*AA	09/06/2001 13:09	09/07/2001 11:42	Migrate as specified a retail residential 1-line customer to UNE-P. Change directory listing by adding an additional listing.

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Item	PON*Ver	LSR Sent	Confirmed	Scenario
18	071011VY1X000001*AA	08/23/2001 14:44	08/30/2001 06:17	Migrate a 1-line residential retail customer to UNE loop via LNP. Submit a DL to change from a non-list to a straight line listing.
19	086031VY1X000004*AA	Rescinded		
20	070021VY1X000001*AA	Rescinded		
21	019051VY1X010001*AA	08/13/2001 10:02	08/13/2001 12:33	Migrate as is of a resale 1-line business customer to another CLEC UNE-L.
22	019061VY1X000006*AA	10/25/2001 14:02	10/25/2001 18:22	Migrate as is of a resale 1-line residential customer to another CLEC UNE-P.
23	019061VY1X000007*AA	10/23/2001 16:48	10/24/2001 11:44	Migrate as is of a resale 1-line residential customer to another CLEC UNE-P.
24	002081VY1X000007*AA	10/30/2001 10:52	10/31/2001 10:45	Migrate as specified of a 2-line business retail customer to UNE-P. Migrate customer lines, delete call forwarding on both lines. Add IndentaRing on BTN.
25	002081VY1X000008*AA	10/30/2001 11:04	10/31/2001 11:06	Migrate as specified of a 2-line business retail customer to UNE-P. Migrate customer lines, delete call forwarding on both lines. Add IndentaRing on BTN.
26	002081VY1X000009*AA	10/30/2001 10:48	10/31/2001 9:31	Migrate as specified of a 2-line business retail customer to UNE-P. Migrate customer lines, delete call forwarding on both lines. Add IndentaRing on BTN.

Additional Information (as of July 31, 2001)

Exhibit 1 in the June 28, 2001 observation report contained three items. As of July 31, 2001, KPMG Consulting observed an additional PON that did not flow-through. This additional PON has been added to Exhibit 1 above (item 4).

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Additional Information (as of September 21, 2001)

Exhibit 1 in the July 31, 2001 observation report contained four items. As of September 21, 2001, KPMG Consulting observed an additional seventeen PONs that did not flow-through. These additional PONs have been added to Exhibit 1 (items 5 – 21).

Additional Information (as of October 10, 2001)

Exhibit 1 in the September 21, 2001 observation report contained 21 items. As of October 10, 2001, KPMG Consulting withdrew three items, as these PONs should not have flown-through as originally expected. PONs 5, 19 and 20 have been removed from Exhibit 1 and replaced with the notation “Rescinded.”

Additional Information (as of November 13, 2001)

Exhibit 1 in the October 10, 2001 observation report contained 21 items. As of November 13, 2001, KPMG Consulting observed an additional five PONs that did not flow-through. These additional PONs have been added to Exhibit 1 (items 22 – 26).

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.