

June 29, 2001

## **OBSERVATION REPORT #14**

KPMG Consulting did not receive accurate and complete Universal Service Order Code (USOC) documentation for expressTRAK.

### **Issue**

KPMG Consulting obtained the USOC list from Verizon<sup>1</sup> and observed the following:

- The list does not distinguish between legacy and expressTRAK USOCs making it difficult to place accurate orders.
- The list appears to be incomplete. For example, “DTL” and “VT6DX” USOCs that appear in expressTRAK Customer Service Records (CSRs) do not appear in the list.

### **Assessment**

CLECs require accurate USOC documentation to service their customers in a timely manner.

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<sup>1</sup> KPMG Consulting followed Verizon’s process documented on Verizon’s website (<http://128.11.40.241/east/wholesale/html/pdfs/USOC-12-12-00.pdf>) to obtain the USOC list via File Transfer Protocol (FTP) on May 16, 2001.

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