

July 9, 2001

## **OBSERVATION REPORT #16**

KPMG Consulting CLEC has received UNE-P expressTRAK bills from Verizon with unexpected charges for specific call types.

### **Issue**

During the course of executing the Functional Usage Evaluation test from May 21 through May 25, 2001, KPMG Consulting completed a variety of test calls including calls on unbundled lines. KPMG Consulting examined the June 5 expressTRAK bills and observed that charges for specific call types appeared on the expressTRAK bills that were not expected.<sup>1</sup>

The types of calls not expected to have appeared on the expressTRAK bills are listed below in Exhibit 1.

### **Exhibit 1: Types of Calls Not Expected to Appear on expressTRAK Bills**

<b>Item</b>	<b>Account ID</b>	<b>Type(s) of Calls</b>
1	000885157373	Directory Assistance, Verify Busy
2	000925719405	Directory Assistance
3	000946000421	Verify Busy
4	000932479743	Directory Assistance, Verify Busy
5	000939240082	Directory Assistance, Verify Busy, Verify Interrupt

### **Assessment**

Incorrect billing by an ILEC may cause a CLEC to incur added costs to reconcile bills.

<sup>1</sup> CLEC Handbook, Volume III, Section 10.3 UNE Billing, Verizon South.

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