

July 23, 2001

OBSERVATION REPORT #21

Verizon did not arrive at coordinated vendor meets at the provided commitment times.

Issue

During the month of June 2001, KPMG Consulting observed coordinated testing activities during six scheduled vendor meets between friendly CLECs and Verizon. In two different instances, KPMG Consulting observed that Verizon technicians did not arrive at the end-user location at the pre-assigned meeting time. One instance resulted in the vendor meet not taking place and the other resulted in a delay of the meet by over an hour.

Specifically, on June 20, 2001, KPMG Consulting traveled to Richmond, VA to observe a vendor meet scheduled for 11:00 am. KPMG Consulting observed that the CLEC technician arrived at the end-user premise before the scheduled time. At 11:00 am, when a Verizon technician had not arrived, the CLEC technician called his company's dispatch office who in turn called Verizon to learn the whereabouts of the Verizon technician. Verizon confirmed that the assigned technician should arrive on site shortly. At 11:15 am, the CLEC technician called the dispatch center again to inform them that the Verizon technician still had not arrived. The CLEC dispatch center contacted Verizon again and learned that the Verizon technician would be on site in 15 minutes. At 11:40 am, the CLEC technician left the end-user premise. The Verizon technician finally arrived at 11:45 am but no vendor meet took place as the CLEC technician had already left.

On June 28, 2001, KPMG Consulting traveled to McLean, VA to observe a vendor meet scheduled for 1:00 pm. KPMG Consulting observed that the CLEC technician arrived at the end-user premise before the scheduled time. At 1:10 pm, when a Verizon technician had not arrived, the CLEC technician called his company's dispatch office who in turn called Verizon to learn the whereabouts of the Verizon technician. Verizon confirmed that the assigned technician should arrive on site shortly. At 1:45 pm, the CLEC technician called the dispatch center again to inform them that the Verizon technician still had not arrived. The CLEC dispatch center contacted Verizon again and learned that the Verizon technician would be on site in 15 minutes. The Verizon technician finally arrived at 2:00 pm and the vendor meet took place over an hour later than originally scheduled.

After reviewing Verizon Doc. No. RCO-99-1043, Vendor Meet Process for UNE Loops-Dispatch Out-Maintenance, KPMG Consulting was unable to find any CLEC notification procedures if Verizon is unable to meet the commitment time for a scheduled vendor meet.

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

Assessment

CLECs depend on coordinated testing efforts with Verizon to effectively isolate their customers' maintenance and repair problems. When Verizon does not notify CLECs of its inability to meet scheduled vendor meet commitment times, it impacts CLECs' ability to provide timely maintenance and repair services to its customers.