

Issued: August 14, 2001
 Revised: October 12, 2001

OBSERVATION REPORT #27

Verizon failed to use the proper codes when provisioning switch translations.

Issues

During System Readiness Testing, KPMG Consulting applied a standard of 95%¹ to measure Verizon's provisioning accuracy for switch translations. KPMG Consulting reviewed 71 switch translation reports and identified that reports for 11 telephone numbers did not match the switch translation codes provided by Verizon, resulting in an 84.5% switch translation accuracy. Specific discrepancies KPMG Consulting observed are outlined below:

Issue 1: Missing code for "Matrix block 900" on the 5E Type Switch

Item	PON	VER	Telephone Number	Discrepancy
1A	002041TE0X000001	AA	7033022036	Code "90L" not found.
1B	002041TE0X000002	AA	7033022037	Code "90L" not found.

Issue 2: Incorrect Hunting Sequence on the 5E Type Switch

Item	PON	VER	Telephone Number	Discrepancy
2A	002071TE0X000002	AA	7033022045	Hunting sequence does not match order
2B	002071TE0X000002	AA	7033022046	Hunting sequence does not match order
2C	002071TE0X000002	AA	7033022047	Hunting sequence does not match order

¹ KPMG Consulting applied standards based on its professional judgment in the absence of (1) VA SSC-approved standards or (2) documented Verizon guidelines.

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

Issue 3: Missing All Switch Translation Codes on the Switch Translation Report - Rescinded

Item	PON	VER	Telephone Number	Discrepancy
3	020051TE0X000002	AA	7575968067	The expected codes that were not present are as follows: <ul style="list-style-type: none"> ○ /CFV (Call Forwarding Variable) ○ /LIDLXA (Caller ID) ○ UCR=Y (Anonymous Call Rejection) ○ tn=XXXXXXX (Distinctive Ringing (IdentaRing)) ○ mastertn=XXXYYYY (Distinctive Ringing (IdentaRing)) ○ mdndring=b (Distinctive Ringing (IdentaRing))

Issue 4: Missing Hunting and Blocking Switch Translation Codes on the Switch Translation Report - Rescinded

Item	PON	VER	Telephone Number	Discrepancy
4A	020081TE0X010002	AA	7575998311	The expected hunting code was not present: SERHLN= (Serial Hunting)
4B	020081TE0X010002	AA	7575998314	The expected hunting code was not present: SERHLN= (Serial Hunting)

Issue 5: Missing Hunting Switch Translation Codes on the Switch Translation Report

Item	PON	VER	Telephone Number	Discrepancy
5A	012061TE0X010002	BB	7033022163	Hunting sequence not specified
5B	012061TE0X010002	BB	7033022164	Hunting sequence not specified
5C	012061TE0X010002	BB	7038929207	Hunting sequence not specified

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Additional Information (as of October 12, 2001)

KPMG Consulting has determined that while Issue 1, Missing code for “Matrix Block 900” on the 5E Type Switch, will remain open, the correct code is 90L, not 97M as KPMG Consulting originally reported. This error has been corrected in the October 12, 2001 version.

Additionally, KPMG Consulting has determined that Issue 3, Missing All Switch Translation Codes on the Switch Translation Report, and Issue 4, Missing Hunting and Blocking Switch Translation Codes on the Switch Translation Report, were incorrectly included in the original observation. Both Issues are actually correct and the notation “Rescinded” appears next to the table heading to indicate their removal in the October 12, 2001 version.

Assessment

Inaccurately provisioned orders are likely to negatively impact customers' views of the ordering CLECs.