

September 20, 2001

OBSERVATION REPORT #34

KPMG Consulting was unable to perform Mechanized Loop Tests (MLTs) on numerous Resale lines.

Issue

During the course of Maintenance and Repair (M&R) testing, KPMG Consulting attempted to perform 150 MLTs via the Regional Trouble Administration System (RETAS) against POTS (Plain Old Telephone Service) and Centrex lines. Out of 150 total attempts, 108 received errors, of which 106 received error code 1002, "FallbackReporting."¹ Exhibit 1 lists the 106 MLT tests that received the 1002 error code.

Exhibit 1: Telephone Numbers that Received the 1002 Error Code

Item	Line Type	Orig. State	TN/CKT ID	MLT Results	Item	Line Type	Orig. State	TN/CKT ID	MLT Results
1	POTS	Resale	703 302-2844	1002	26	POTS	Resale	757 494-6162	1002
2	POTS	Resale	703 302-2846	1002	27	POTS	Resale	757 494-6163	1002
3	POTS	Resale	540 553-9177	1002	28	POTS	Resale	757 494-6164	1002
4	POTS	Resale	540 553-9178	1002	29	POTS	Resale	757 494-6165	1002
5	POTS	Resale	540 553-9179	1002	30	Centrex	Resale	757 494-6134	1002
6	POTS	Resale	540 553-9184	1002	31	Centrex	Resale	757 494-6135	1002
7	POTS	Resale	540 553-9185	1002	32	Centrex	Resale	757 494-6136	1002
8	POTS	Resale	540 553-9186	1002	33	Centrex	Resale	757 494-6137	1002
9	POTS	Resale	540 553-9187	1002	34	POTS	Resale	757 494-6177	1002
10	POTS	Resale	540 553-9188	1002	35	POTS	Resale	757 494-6175	1002
11	POTS	Resale	757 494-6139	1002	36	POTS	Resale	757 494-6178	1002
12	POTS	Resale	757 494-6140	1002	37	POTS	Resale	757 494-6180	1002
13	POTS	Resale	757 494-6146	1002	38	POTS	Resale	757 494-6179	1002
14	POTS	Resale	757 494-6147	1002	39	POTS	Resale	757 494-6176	1002
15	POTS	Resale	757 494-6148	1002	40	POTS	Resale	804 534-0343	1002
16	POTS	Resale	757 494-6149	1002	41	POTS	Resale	804 534-0344	1002
17	POTS	Resale	757 494-6150	1002	42	POTS	Resale	804 534-0345	1002
18	POTS	Resale	757 494-6151	1002	43	POTS	Resale	804 534-0347	1002
19	POTS	Resale	757 494-6152	1002	44	POTS	Resale	804 534-0348	1002
20	POTS	Resale	757 494-6153	1002	45	POTS	Resale	804 534-0349	1002
21	POTS	Resale	757 494-6154	1002	46	POTS	Resale	804 534-0351	1002
22	POTS	Resale	757 494-6155	1002	47	POTS	Resale	804 534-0357	1002
23	Centrex	Resale	757 494-6129	1002	48	POTS	Resale	804 594-9052	1002
24	Centrex	Resale	757 494-6130	1002	49	POTS	Resale	804 594-9053	1002
25	Centrex	Resale	757 494-6131	1002	50	POTS	Resale	804 594-9054	1002

¹ For the two remaining errors, one MLT test received error code 1001, "ProcessingFailureNo Value" and the other MLT test received error code 0304, "LineConditionIsNotWorkingTransactionDenied."

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Item	Line Type	Orig. State	TN/CKT ID	MLT Results	Item	Line Type	Orig. State	TN/CKT ID	MLT Results
51	Centrex	Resale	757 494-6132	1002	79	Centrex	Resale	804 787-9225	1002
52	POTS	Resale	757 494-6160	1002	80	Centrex	Resale	804 787-9226	1002
53	POTS	Resale	757 494-6161	1002	81	Centrex	Resale	804 787-9227	1002
54	POTS	Resale	804 594-9059	1002	82	Centrex	Resale	804 787-9228	1002
55	Centrex	Resale	804 594-9045	1002	83	POTS	Resale	804 594-9055	1002
56	Centrex	Resale	804 594-9046	1002	84	POTS	Resale	804 594-9056	1002
57	Centrex	Resale	804 594-9047	1002	85	POTS	Resale	804 594-9057	1002
58	Centrex	Resale	804 594-9048	1002	86	POTS	Resale	804 594-9058	1002
59	POTS	Resale	540 994-1746	1002	87	Centrex	Resale	804 787-9219	1002
60	POTS	Resale	540 994-1747	1002	88	Centrex	Resale	804 787-9220	1002
61	POTS	Resale	540 994-1750	1002	89	Centrex	Resale	804 787-9221	1002
62	POTS	Resale	540 994-1753	1002	90	Centrex	Resale	804 787-9222	1002
63	POTS	Resale	540 994-1754	1002	91	POTS	Resale	804 787-9246	1002
64	POTS	Resale	540-994-1833	1002	92	POTS	Resale	804 787-9247	1002
65	POTS	Resale	540-994-1834	1002	93	POTS	Resale	757 493-6065	1002
66	POTS	Resale	540-994-1838	1002	94	POTS	Resale	757 493-6066	1002
67	POTS	Resale	804 787-9229	1002	95	POTS	Resale	757 493-6067	1002
68	POTS	Resale	804 787-9230	1002	96	POTS	Resale	757 493-6068	1002
69	POTS	Resale	804 787-9235	1002	97	POTS	Resale	757 493-6070	1002
70	POTS	Resale	804 787-9236	1002	98	POTS	Resale	757 493-6072	1002
71	POTS	Resale	804 787-9237	1002	99	POTS	Resale	757 493-6079	1002
72	POTS	Resale	804 787-9238	1002	100	POTS	Resale	757 493-6078	1002
73	POTS	Resale	804 787-9239	1002	101	Centrex	Resale	757 493-6060	1002
74	POTS	Resale	804 787-9240	1002	102	Centrex	Resale	757 493-6061	1002
75	POTS	Resale	804 787-9241	1002	103	Centrex	Resale	757 493-6062	1002
76	POTS	Resale	804 787-9242	1002	104	Centrex	Resale	767 493-6063	1001
77	POTS	Resale	804 787-9243	1002	105	POTS	Resale	757 493-6085	1002
78	Centrex	Resale	804 787-9224	1002	106	POTS	Resale	757 493-6086	1002

To resolve the “FallbackReporting” errors, KPMG Consulting contacted the Regional CLEC Maintenance Center (RCMC) per the instructions outlined in the *RETAS Appendix Guide*.² The RCMC told KPMG Consulting to contact the Wholesale Customer Care Center (WCCC).

When KPMG Consulting contacted the WCCC and opened a help desk ticket, ticket number 383452, the Specialist assigned to this ticket advised us to contact the RCMC regarding the issue. However when contacted, the RCMC reiterated its position that the issue was the WCCC’s to resolve.

Assessment

CLECs should be able to run error-free tests on lines that have been provisioned for them.

² Provided to KPMG Consulting personnel during RETAS training at the Regional CLEC Maintenance Center.

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