Issued: September 21, 2001
Revised: October 25, 2001

OBSERVATION REPORT #35

KPMG Consulting observed that Verizon incorrectly sent Local Service Request Local Responses (LSRLRs).

Issue

In August 2001, KPMG Consulting submitted three UNE-Platform orders as planned errors, using the following scenario:

- Migrate as specified of a UNE-Platform 1-line business customer to another UNE-Platform CLEC

To create the planned errors, KPMG Consulting populated the End User Retaining Listing (ERL) field on the End User Information form with a "Y," indicating "Yes," when the LSOG 4.6.1 Business Rules state that ERL can be populated "only on migrations from Retail or Resale but not other types of migrations (e.g., Platform to Platform, Platform to Resale)." Accordingly, the UNE-Platform orders should have received error responses. However, all orders received LSRLRs.

Exhibit 1 contains the UNE-Platform migrations for which KPMG Consulting received LSRLRs.

Exhibit 1: LSR Submissions with ERL=Y

Item	PON*Ver	Field	Value Populated	LSR Time Sent	LSRLR Time Received
1	019041VY1X000002*AA	ERL	Y	08/21/01 10:05	08/21/01 10:07
2	019041VY1X000003*AA	ERL	Y	09/04/01 15:17	09/04/01 15:20
3	019041VY1X000004*AA	ERL	Y	09/04/01 15:52	09/04/01 15:54

Additional Information (as of October 25, 2001)

KPMG Consulting has amended the observation to state that the three UNE Platform orders should read "Migrate as specified," rather than "Migrate as-is."

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

Assessment

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