September 27, 2001

OBSERVATION REPORT #36

KPMG Consulting observed that no public notification was given for a workaround provided by the Verizon Wholesale Customer Care Center (WCCC).

Issue

On August 13, 2001, KPMG Consulting submitted a Conversational TN Selection Inquiry[1] via the EDI interface and populated the Service Address State (SAST) field with a value of "VA" in the header, following the LSOG 4.6.1 Pre-Order Business Rules in conjunction with CR# 2182.[2] However, KPMG Consulting received a Conversational TN Selection Response[3] that contained an error message.[4] KPMG Consulting contacted the WCCC and opened Trouble Ticket #365109.

On August 31, 2001, the WCCC acknowledged a system problem and indicated that a software fix was planned for December but offered an interim workaround. The WCCC instructed KPMG Consulting to revert the EDI mapping of the SAST field to the way it was prior to CR# 2182 being issued.

KPMG Consulting has reviewed Verizon's publicly available information and can find no documentation describing this workaround or retracting CR# 2182.

Assessment

CLECs require notifications of changes to business rules to effectively service their customers.

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[1] In Verizon documentation, the Conversational TN Selection Inquiry is abbreviated as either CTNS(I) or ADI.

[2] CR# 2182, issued August 9, 2001, made changes to the *Verizon Pre-Order EDI Guide - Version 4.6.1* including a change to the SAST field on the ADI pre-order. The document stated "Modifications have been made to the Pre-Order EDI Guide Version 4.6.1 to ensure consistency with the current system."

[3] In Verizon documentation, the Conversational TN Selection Response is abbreviated as either CTNS(R) or AD2.

[4] The error message stated, "8001-(PN-1)- Service Address State/Province-SAST must have a value for transaction ADI."

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