

September 27, 2001

OBSERVATION REPORT #37

KPMG Consulting has observed that Verizon Account Management documentation is unclear.

Issue

KPMG Consulting identified that Verizon's Account Management documentation contains inconsistent and incomplete Account Manager response time intervals.

Inconsistent Response Time Intervals

KPMG Consulting reviewed available sources of information on Account Manager response time intervals and found inconsistencies. Exhibit 1 outlines the specific sources and the inconsistent responses times.

Exhibit 1: Inconsistencies with Account Management Documentation

Item	Source	Standard
1	Interview ¹	Account Manager is required to reply to a customer within one business day from being contacted by a customer
2	Documentation ²	Account Manager is required to acknowledge calls the same day when in the office and within one business day when out of the office
3	Web site ³	Account Managers will attempt to make every reasonable effort to return all CLEC's telephone calls promptly

Applying the one-business-day response time interval described in item #1 above, KPMG Consulting did not receive a response within one business day on seven occasions (17% of 42 total occasions), based on data gathered from March 22, 2001 to September 4, 2001. Exhibit 2 outlines the occasions for which KPMG Consulting did not receive a response within 24 hours.

¹ July 18, 2001 Account Team Interview summary.

² Wholesale Markets, CLECs, Account Management Responsibilities, November 2000.

³ http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume_1/c1s6_6.htm Section 6.6.3, Point 11.

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

Exhibit 2: Responses Received Beyond One Business Day

Item	Date Request Sent	Details	Date Response Received	Business Days
1	8/17/01	E-mail: Subject: RE: CLEC notification of Abnormal Conditions Report	8/24/01	5
2	8/10/01	E-mail: Subject: RE: CLEC Notification of Abnormal Conditions Report	8/14/01	2
3	6/21/01	E-mail: Subject: DSL Loop Qualified Extract	7/3/01	8
4	5/29/01	E-mail: Subject: Trading Partner ID	6/4/01	4
5	4/30/01	E-mail: Subject: Line Splitting Relationship	5/2/01	2
6	4/16/01	E-mail: Subject: FW: Extract of DSL Qualified WTNs is available	4/18/01	2
7	4/6/01	E-mail: Subject: FW: Extract of DSL qualified WTNs is available	4/18/01	8

Incomplete Response Time Intervals

Verizon Account Manager documentation does not clearly define required response times for inquiries made by means other than telephone calls, such as e-mail or fax.

Assessment

To plan for and resolve issues in a timely manner, CLECs need consistent and complete documentation of Account Manager response times.