

September 27, 2001

OBSERVATION REPORT #38

KPMG Consulting observed that Verizon's Product Interval Guide does not provide complete provisioning intervals for Unbundled Network Elements (UNE).

Issue

The *Intervals for Unbundled Network Elements*¹ document found on the Verizon East Customer Support website² does not provide a complete list of intervals for ordering UNE-Loop products. As of September 27, 2001, the document only provided the implementation intervals necessary for collocation.

Assessment

CLECs rely on complete documentation to correctly prepare orders. Incomplete provisioning intervals inhibits CLECs' ability to inform their customers when requested services will be provisioned.

¹ http://www22.verizon.com/wholesale/attachments/INTERVAL_UNE1200_R_1.XLS

² <http://128.11.40.241/east/verizon3.html>

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