

October 19, 2001

**OBSERVATION REPORT #40**

KPMG Consulting observed that Verizon does not have documented methods and procedures for ADC-Pair Gain (ADC) and Adtran High Bit-Rate Digital Subscriber Loop (HDSL) Remote Units.

**Issue**

As of October 5, 2001, KPMG Consulting observed 38 Digital Subscriber (DS1) installations, ten of which required service orders for HDSL Remote Units. While monitoring these installations, KPMG Consulting observed that Verizon's outside plant technicians were installing ADC and Adtran HDSL Remote Units without documented methods and procedures.

KPMG Consulting could find no documented methods and procedures for instructing the outside plant technicians on proper installation of ADC or Adtran HDSL Remote Units.

**Assessment**

A lack of documented methods and procedures for all HDSL Remote Units could cause inconsistent provisioning of DS1 service, resulting in delays that could adversely affect end-user customer satisfaction.