

October 25, 2001

OBSERVATION REPORT #42

KPMG Consulting observed that Verizon does not adhere to its documented processes for returning rejects for Access Service Requests (ASR).

Issue

On October 12, 2001, KPMG Consulting submitted two ASRs via facsimile.¹ On October 15, 2001, a Verizon representative notified KPMG Consulting via telephone that both orders contained errors and that supplemental ASRs should be sent to correct the orders.

According to the “Ordering Process Overview” in Verizon’s *CLEC Handbook*,² Verizon should return rejects on all orders sent via ASR or Local Service Request (LSR). However, KPMG Consulting did not receive a reject for either order.

Assessment

CLECs require processing of orders consistent with published documentation in order to service their customers.

¹ The two ASRs, Purchase Order Number (PON) 96011-2 Version AA and PON 96021-2 Version AA, were sent via facsimile to (301) 888-4762.

² *CLEC Handbook*, Volume 3, Section 7.3.

http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume_3/c3s7_3.htm.