

October 25, 2001

OBSERVATION REPORT #44

KPMG Consulting observed inconsistencies between the Service Order ID (SOID) on Verizon's notifications and the SOID on the expressTRAK bill for the same telephone numbers.

Issue

During the review of Verizon's billing invoices for the months of June and July 2001, KPMG Consulting observed inconsistencies between the SOIDs on Verizon's Customer Service Records (CSR), Local Service Request Local Responses (LSRLR), Provisioning Completion Messages (PCM) and Billing Completion Messages (BCM), and the SOIDs on the expressTRAK bills.

KPMG Consulting could find no documentation explaining why the SOID on the CSR, LSRLR, PCM and BCM should differ from the SOID on the expressTRAK bill.

Exhibit 1 contains examples of telephone numbers and the SOIDs found on their respective CSRs, LSRLRs, PCMs, BCMs and expressTRAK bills.

Exhibit 1: Telephone Numbers with Inconsistent SOIDs

Item	Bill Date	Telephone Number	CSR / LSRLR / PCM / BCM	expressTRAK bill
1	6/19/2001	757-494-6007	C3PR43072	671499155
2	6/5/2001	757-597-9075	C3PR63708	911502921
3	6/5/2001	757-493-6034	D1SV72545	131309757
4	6/5/2001	804-534-0064	C1SV81686	094695280

Assessment

Discrepancies between the SOID on the CSR, LSRLR, PCM and BCM, and the SOID found on the expressTRAK bill may cause additional work for CLECs attempting to reconcile billing orders.

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