

November 1, 2001

## **OBSERVATION REPORT #47**

KPMG Consulting observed that Verizon did not populate Local Service Request Local Responses (LSRLR) for cancellations according to the LSOG 4.6.1 Business Rules.

### **Issue**

According to the LSOG 4.6.1 Business Rules, the population of the LSRLR fields displayed in Exhibit 1 is conditional and thus contingent upon the guidelines outlined in their respective usage notes, also displayed in Exhibit 1.

### **Exhibit 1: LSRLR Fields and Corresponding Usage Notes**

<b>Field</b>	<b>Usage Notes</b>
Billing Account Number Identifier 1 (BI1)	Required when the BI1 field on the LSR form is populated, otherwise optional.
Billing Account Number 1 (BAN1)	Required when the BAN1 field on the LSR form is populated, otherwise optional.
Loop Order Number (LORD)	Required when the first position of the REQTYP field on the LSR form is "A" or "B", otherwise prohibited.
System Identification (SYSTEM ID)	Required when the SYSTEM ID field on the LS, LSNP or PS form is populated, otherwise optional.
Shelf (SHELF)	Required when the SHELF field on the LS, LSNP or PS form is populated, otherwise optional.
Channel/Pair (CHAN/PAIR)	Required when the CHAN/PAIR field on the LS, LSNP or PS form is populated, otherwise optional.

In August and September 2001, KPMG Consulting submitted eight UNE-Loop Local Service Requests (LSR). These orders were subsequently cancelled. According to the usage notes displayed in Exhibit 1, these fields should have been populated on each LSR's respective LSRLR. However, upon receipt of the LSRLRs for these orders, KPMG Consulting observed that the fields were not populated.

Exhibit 2 lists the orders that had missing fields on their corresponding LSRLRs.

### **Exhibit 2: LSRLRs for Cancellations with Missing Fields**

<b>Item</b>	<b>PON*Ver</b>	<b>Date/Time Sent</b>	<b>Date Cancellation LSRLR Received</b>
1	072021VY1X000001*BA	08/20/01 13:17	08/21/01 11:41
2	072021VY1X000002*BA	09/04/01 11:24	09/04/01 13:36
3	072021VY1X000003*BA	09/14/01 12:13	09/15/01 08:20
4	070021VY1X000002*AB	08/22/01 15:33	08/23/01 12:51

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

<b>Item</b>	<b>PON*Ver</b>	<b>Date/Time Sent</b>	<b>Date Cancellation LSRLR Received</b>
5	078011VY1X000005*AB	08/21/01 16:06	08/21/01 16:18
6	084061VY1X000003*AB	09/17/01 09:13	09/17/01 11:42
7	086041VY1X000001*AB	08/13/01 12:43	08/13/01 12:55
8	097021VY1X000001*AB	08/27/01 09:33	08/27/01 10:51

### **Assessment**

CLECs require accurate processing of orders by Verizon in order to effectively service their customers.