

November 7, 2001

OBSERVATION REPORT #49

KPMG Consulting observed that Verizon incorrectly sent Local Service Request Local Responses (LSRLR) for orders containing planned errors.

Issue

According to the LSOG 4.6.1 and 4.7.1 Business Rules,¹ the Location Quantity (LOCQTY) field is a required field on the Local Service Request (LSR) form. From August 2001 to November 2001, KPMG Consulting submitted 44 UNE-Loop orders with blank LOCQTY fields as planned errors, using the following scenarios:

- Disconnect a CLEC UNE-ADSL loop 1-line business customer
- Disconnect a CLEC UNE-ADSL loop 1-line residential customer
- Disconnect UNE-EEL 2-line business customer
- Disconnect UNE-EEL 2-line residential customer
- Disconnect a UNE 2 wire HDSL loop 1-line business customer

Accordingly, the UNE-Loop orders should have received error responses. However, all of the orders received LSRLRs. Exhibit 1 displays examples of UNE-Loop disconnect orders for which KPMG Consulting incorrectly received LSRLRs.

Exhibit 1: Orders Submitted with Blank LOCQTY Fields that Received LSRLRs

Item	PON*Ver	LOCQTY Field	LSR Time Sent	LSRLR Time Received
1	076068VY0X000001*AB	Blank	08/14/2001 10:17	08/14/2001 11:55
2	076068VY0X000002*AB	Blank	08/20/2001 14:14	08/20/2001 15:57
3	076068VY0X010003*AA	Blank	10/29/2001 10:10	10/29/2001 10:12
4	086011VY1X000001*AA	Blank	08/13/2001 11:14	08/13/2001 11:23
5	086011VY1X000002*AA	Blank	08/17/2001 10:38	08/17/2001 10:57
6	086011VY1X000003*AA	Blank	08/21/2001 10:20	08/21/2001 10:39
7	086011VY1X000004*AA	Blank	08/31/2001 09:21	08/31/2001 09:41
8	086011VY1X000005*AA	Blank	09/06/2001 10:45	09/06/2001 11:05
9	086011VY1X000006*AA	Blank	09/10/2001 13:08	09/10/2001 13:28
10	086011VY1X000006*AB	Blank	09/12/2001 16:04	09/12/2001 17:25
11	086011VY1X000007*AA	Blank	09/11/2001 10:22	09/11/2001 10:42
12	086011VY1X000008*AA	Blank	10/30/2001 11:07	10/30/2001 11:15
13	086011VY1X000009*AA	Blank	11/02/2001 10:06	11/02/2001 10:14

¹ LSOG 4.6.1 Business Rules, pg. 161; LSOG 4.7.1 Business Rules, pg. 163.

Item	PON*Ver	LOCQTY Field	LSR Time Sent	LSRLR Time Received
14	101021VY1X000001*AA	Blank	08/16/2001 09:43	08/16/2001 10:02
15	101021VY1X000002*AA	Blank	08/21/2001 10:57	08/21/2001 11:16
16	101021VY1X000003*AA	Blank	08/31/2001 09:17	08/31/2001 09:37
17	101021VY1X000004*AA	Blank	09/06/2001 10:43	09/06/2001 11:03
18	101021VY1X000005*AA	Blank	09/10/2001 13:05	09/10/2001 13:26
19	101021VY1X000005*AB	Blank	09/12/2001 15:56	09/14/2001 09:47
20	101021VY1X000006*AA	Blank	10/23/2001 15:50	10/24/2001 13:22
21	101021VY1X000007*AA	Blank	10/23/2001 15:55	10/24/2001 14:57
22	101021VY1X000008*AA	Blank	10/23/2001 15:55	10/24/2001 14:45
23	101021VY1X000009*AA	Blank	10/23/2001 15:55	10/24/2001 13:53
24	086021VY1X000001*AA	Blank	08/13/2001 12:31	08/13/2001 12:43
25	086021VY1X000002*AA	Blank	08/16/2001 12:31	08/16/2001 12:43
26	086021VY1X000003*AA	Blank	08/20/2001 12:05	08/20/2001 12:28
27	086021VY1X000004*AA	Blank	08/31/2001 09:25	08/31/2001 09:39
28	086021VY1X000005*AA	Blank	09/05/2001 08:48	09/05/2001 09:01
29	086021VY1X000006*AA	Blank	09/17/2001 08:29	09/17/2001 08:42
30	086021VY1X000006*AB	Blank	09/17/2001 10:07	09/17/2001 13:18
31	086021VY1X000007*AA	Blank	10/25/2001 11:05	10/25/2001 11:06
32	086021VY1X000008*AA	Blank	10/29/2001 12:41	10/29/2001 12:42
33	086021VY1X000009*AA	Blank	10/31/2001 12:22	10/31/2001 12:25
34	101011VY1X000001*AA	Blank	08/14/2001 08:41	08/14/2001 15:43
35	101011VY1X000002*AA	Blank	08/17/2001 09:30	08/17/2001 09:43
36	101011VY1X000003*AA	Blank	08/21/2001 10:57	08/21/2001 11:10
37	101011VY1X000004*AA	Blank	08/31/2001 09:29	08/31/2001 09:43
38	101011VY1X000005*AA	Blank	09/05/2001 08:58	09/05/2001 09:13
39	101011VY1X000006*AA	Blank	09/17/2001 08:34	09/17/2001 08:47
40	101011VY1X000006*AB	Blank	09/17/2001 09:57	09/17/2001 14:10
41	101011VY1X000006*AC	Blank	10/23/2001 15:03	10/24/2001 14:22
42	101011VY1X000007*AA	Blank	10/23/2001 15:05	10/24/2001 12:37
43	101011VY1X000008*AA	Blank	10/23/2001 15:06	10/24/2001 14:09
44	101011VY1X000009*AA	Blank	10/23/2001 15:08	10/24/2001 12:49

Assessment

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

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