

November 21, 2001

OBSERVATION REPORT #53

KPMG Consulting is unable to receive EDI responses to Installation Status Request (ISR) pre-orders.

Issue

According to the LSOG 4.7.1 Pre-Order Business Rules, a CLEC should submit an ISR pre-order in order to inquire upon the status of a pending installation order. Since October 25, 2001, KPMG Consulting has submitted five ISR pre-orders, all of which have experienced one of two different translation failures in the EDI response files. Exhibit 1 lists the ISR field submissions and Exhibit 2 lists the EDI translation failures received. Listed below are the steps that KPMG Consulting took to attempt to complete the ISR pre-order:

- On October 25, 2001, KPMG Consulting submitted two ISR pre-orders. When an error was received on October 26, 2001, KPMG Consulting contacted the Wholesale Customer Care Center (WCCC) and opened ticket #436003.
- On October 29, 2001, KPMG Consulting submitted another ISR pre-order at the request of the WCCC, which returned the same type of error as the two ISR pre-orders submitted on October 25, 2001.
- On November 8, 2001, the WCCC indicated that Items 1 and 2 in Exhibit 1 encountered translation failures due to a known defect, which should not affect future ISR transactions, and requested that KPMG Consulting resend one ISR pre-order in order to see if the same issue would be encountered.
- On November 12, 2001, KPMG Consulting submitted one ISR pre-order at the request of the WCCC. When an error was received on November 13, 2001, KPMG Consulting contacted the WCCC and opened ticket #447472.

The WCCC is currently investigating ticket #447472, for which KPMG Consulting requested escalation on November 13, 2001. As of November 21, 2001, the issue has yet to be resolved.

Exhibit 1: ISR Field Submissions

Item	Form	INQNUM*Ver	Date/Time Sent	Date/Time Failure Occurred	Error Type	Date Trouble Ticket Opened	Trouble Ticket Number
1	ISR	409021VY11000036*AA	10/25/2001 12:48	10/25/2001 12:48	1	10/26/2001	436003
2	ISR	409021VY11000037*AA	10/25/2001 12:49	10/25/2001 12:50	1	10/26/2001	436003

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

Item	Form	INQNUM*Ver	Date/Time Sent	Date/Time Failure Occurred	Error Type	Date Trouble Ticket Opened	Trouble Ticket Number
3	ISR	409021VY1I000038*AA	10/29/2001 15:28	10/29/2001 15:29	1	10/26/2001	No Trouble Ticket Associated
4	ISR	409021VY1I010021*AA	11/12/2001 12:17	11/12/2001 12:17	2	11/13/2001	447472

Exhibit 2: EDI Translation Failures

Item	Error Type	Error Message	Explanation	Resolved
1	1	R CMDS.358: DTM 3 1 is type TM but has an invalid hour. Hour = 24.	The hour field has a range from 0 – 23. The EDI response file from Verizon had a value of 24.	Yes
2	2	R CMDS.103: Match failed; SE 1 1 was not 14.	The EDI response file from Verizon had an SE 01 value of 13, which is invalid and should be populated with a value of 14.	No

Assessment

The inability to make inquiries regarding existing installation orders may impede a CLEC's ability to effectively service its customers.