

November 30, 2001

OBSERVATION REPORT #57

KPMG Consulting has observed inaccurate Line Loss notification reporting.

Issue

In order to test Line Loss notification reporting, KPMG Consulting parsed a total of 2,156 Working Telephone Numbers (WTN) from the Service Order file supplied by Verizon. Based on criteria outlined in Verizon's *CLEC Handbook*,¹ KPMG Consulting expected all of these WTNs to appear on the Line Loss reports. Of the 2,156 WTNs, 89 were not found on the subsequent Line Loss reports, resulting in a 95.9% accuracy rate.

Exhibit 1 identifies WTNs that were not found in the Line Loss reports provided by Verizon.

Exhibit 1: Service Orders not Found in the Line Loss Reports

Item	Working Telephone Number	Billing Telephone Number	Service Orders	Completed
1	7033910072	7033911227	D0DA60290	08/29/01
2	7033911227	7033911227	D0DA60290	08/29/01
3	7574799370	7574799370	D3PR83614	08/29/01
4	7574960960	7574960960	D4PR41447	08/27/01
5	7576380507	7576380507	D4PR42017	08/28/01
6	7574740281	7574740281	D4PR63064	08/30/01
7	7574742261	7574740281	D4PR63064	08/30/01
8	7574744225	7574740281	D4PR63064	08/30/01
9	7574744236	7574740281	D4PR63064	08/30/01
10	7574717581	7574717581	D4PR64594	08/31/01
11	7578880559	7578880559	D4PR66994	08/29/01
12	8043793022	8043793022	D4PR71671	08/31/01
13	8043205780	8043205780	D4PR76156	08/27/01
14	8043238004	8043205780	D4PR76156	08/27/01
15	7578658716	7578658716	D4SU33523	08/31/01
16	7039782902	7039785455	D4SU80999	08/27/01
17	7039785455	7039785455	D4SU80999	08/27/01
18	7039785456	7039785455	D4SU80999	08/27/01
19	7039785798	7039785455	D4SU80999	08/27/01
20	7039785799	7039785455	D4SU80999	08/27/01
21	8045285568	8045288159	D4SU81801	08/31/01

¹ *CLEC Handbook*, Volume II, Section 5.8, found at http://www.bellatlantic.com/wholesale/html/handbooks/clec_resale/cr2toc.htm.

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

Item	Working Telephone Number	Billing Telephone Number	Service Orders	Completed
22	8045288152	8045288159	D4SU81801	08/31/01
23	8045288159	8045288159	D4SU81801	08/31/01
24	7039418076	7039418860	D4SU82584	08/27/01
25	7039418077	7039418860	D4SU82584	08/27/01
26	7039418860	7039418860	D4SU82584	08/27/01
27	7039418861	7039418860	D4SU82584	08/27/01
28	7039418862	7039418860	D4SU82584	08/27/01
29	7039418863	7039418860	D4SU82584	08/27/01
30	7039418875	7039418860	D4SU82584	08/27/01
31	7039418876	7039418860	D4SU82584	08/27/01
32	8043302420	8043302420	D4SU82934	08/28/01
33	8043302528	8043302420	D4SU82934	08/28/01
34	8042731818	8042731888	D4SU84168	08/28/01
35	8042731888	8042731888	D4SU84168	08/28/01
36	8042739975	8042731888	D4SU84168	08/28/01
37	8047629885	8042731888	D4SU84168	08/28/01
38	8045285592	8048476668	D4SU86412	08/31/01
39	8048476660	8048476668	D4SU86412	08/31/01
40	8048476668	8048476668	D4SU86412	08/31/01
41	8048476669	8048476668	D4SU86412	08/31/01
42	8048477117	8048476668	D4SU86412	08/31/01
43	7574970327	7574977575	D4SU89498	08/31/01
44	7574970800	7574977575	D4SU89498	08/31/01
45	7034351083	7034352959	D2SV11019	08/27/01
46	7034352364	7034352959	D2SV11019	08/27/01
47	7034352371	7034352959	D2SV11019	08/27/01
48	7034352573	7034352959	D2SV11019	08/27/01
49	7034352583	7034352959	D2SV11019	08/27/01
50	7034352841	7034352959	D2SV11019	08/27/01
51	7034352872	7034352959	D2SV11019	08/27/01
52	7034352874	7034352959	D2SV11019	08/27/01
53	7034352875	7034352959	D2SV11019	08/27/01
54	7034352959	7034352959	D2SV11019	08/27/01
55	7034353107	7034352959	D2SV11019	08/27/01
56	7034353248	7034352959	D2SV11019	08/27/01
57	7034353269	7034352959	D2SV11019	08/27/01
58	7034353519	7034352959	D2SV11019	08/27/01
59	7034353591	7034352959	D2SV11019	08/27/01
60	7034553913	7035690533	D4SU84716	08/31/01
61	7035690533	7035690533	D4SU84716	08/31/01
62	7035690534	7035690533	D4SU84716	08/31/01
63	7035692259	7035690533	D4SU84716	08/31/01
64	7035693712	7035690533	D4SU84716	08/31/01
65	7035695521	7035690533	D4SU84716	08/31/01

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Item	Working Telephone Number	Billing Telephone Number	Service Orders	Completed
66	7035698377	7035690533	D4SU84716	08/31/01
67	7035698549	7035690533	D4SU84716	08/31/01
68	7035698638	7035690533	D4SU84716	08/31/01
69	7035698655	7035690533	D4SU84716	08/31/01
70	7035698656	7035690533	D4SU84716	08/31/01
71	7035699317	7035690533	D4SU84716	08/31/01
72	7036441424	7035690533	D4SU84716	08/31/01
73	7038660257	7035690533	D4SU84716	08/31/01
74	7038660358	7035690533	D4SU84716	08/31/01
75	7033527735	7033527735	D4SU86133	08/27/01
76	7033527737	7033527735	D4SU86133	08/27/01
77	7033545364	7033546699	D4SU86991	08/27/01
78	7033546747	7033546699	D4SU86991	08/27/01
79	7034357966	7034357966	D4SU87331	08/27/01
80	7574808891	7574808890	D4SU87894	08/28/01
81	7574319145	7574319145	D4SU87980	08/28/01
82	7576310759	7574319145	D4SU87980	08/28/01
83	7033851152	7033851366	D4SU88569	08/30/01
84	7033851254	7033851366	D4SU88569	08/30/01
85	7033851278	7033851366	D4SU88569	08/30/01
86	7033851366	7033851366	D4SU88569	08/30/01
87	7033855112	7033851366	D4SU88569	08/30/01
88	7035485159	7035485159	D4SU88860	08/31/01
89	7035485175	7035485159	D4SU88860	08/31/01

Assessment

Accurate Line Loss reports are needed to correctly handle customer losses.