

December 3, 2001

OBSERVATION REPORT #58

KPMG Consulting is unable to perform Service Recovery requests.

Issue

According to the *RETAS Training Manual*,¹ CLECs should use the Service Recovery Feature to provide temporary service recovery to POTS and UNE-P end-users.

Using the Repair Trouble Administration System (RETAS), KPMG Consulting attempted to submit Service Recovery requests on several lines with open trouble tickets in the “dispatched out” stage of repair.² All attempts received error code 1006.³

Exhibit 1 lists the Service Recovery requests that received the 1006 error code.

Exhibit 1: Service Recovery Requests that Received the 1006 Error Code

Item	TN	Service Recovery Attempted	Error Code	Error Description	Additional Error Information
1	7574946145	Recorded Announcement	1006	Service Recovery Request was denied	Invalid Service Recovery Type
2	7574936069	Make Busy	1006	Service Recovery Request was denied	Class of service not supported for Service Recovery
3	7574946156	Call Forwarding	1006	Service Recovery Request was denied	Invalid Service Recovery Type
4	5405539186	Make Busy	1006	Service Recovery Request was denied	Make Busy Failed
5	7033022846	Recorded Announcement	1006	Service Recovery Request was denied	Invalid Service Recovery Type

¹ The *RETAS Training Manual* can be found online at http://128.11.40.241/east/business_rules/downloads/retas_training_manual_for_bund.doc.

² According to the *RETAS Training Manual*, the Service Recovery feature can only be used on trouble tickets in the “dispatched out” state of repair.

³ Error code 1006 is not defined in Appendix A-RETAS Error Messages of the *RETAS Training Manual*.

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

Item	TN	Service Recovery Attempted	Error Code	Error Description	Additional Error Information
6	5405539177	Call Forwarding	1006	Service Recovery Request was denied	Invalid Service Recovery Type

Assessment

CLECs need the ability to electronically place Service Recovery requests in order to provide temporary service recovery to POTS and UNE-P end-users.