

Issued: December 3, 2001
 Revised: December 19, 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 |

Additional Information (as of December 19, 2001)

On December 12, 2001, KPMG Consulting retested the RETAS Service Recovery Feature. Out of a total of six attempts, one received error code 1006. Information on the failed Service Recovery Request is provided in Exhibit 2.

Exhibit 2: Failed Service Recovery Request

| Item | TN | Service Recovery Attempted | Error Code | Error Description | Additional Error Information |
|------|------------|----------------------------|------------|-------------------------------------|---|
| 1 | 5405539181 | Recorded Announcement | 1006 | Service Recovery Request was denied | Class of service not supported for Service Recovery |

Assessment

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

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