

December 5, 2001

OBSERVATION REPORT #61

KPMG Consulting is unable to perform Trouble Ticket Close Requests on multiple Private Lines and DS1 circuits.

Issue

According to the *RETAS Training Manual*,¹ CLECs should use the Trouble Ticket Close Request function in the Repair Trouble Administration System (RETAS) to electronically close trouble tickets that would otherwise continue to flow through Verizon's systems.

During the course of Maintenance and Repair (M&R) testing, KPMG Consulting attempted to perform 10 Trouble Ticket Close Request transactions via RETAS. Of these transactions, six received error code 1001, "ProcessingFailureNoValue."

Exhibit 1 lists the Trouble Ticket Close Request transactions that received the 1001 error code.

Exhibit 1: Trouble Ticket Close Request Transactions that Received the 1001 Error Code

Item	Circuit ID	Trouble Ticket Number ²	Error Code	Error Description	Additional Trouble Information
1	52/HCFU/779701/CV	RS003649	1001	Processing Failure	IREP ERROR:157162 GRAB FAILED - RECORD NOT FOUND IN WORKLIST DB.
2	52/HCFU/779701/CV	RS003810	1001	Processing Failure	IREP ERROR:157162 GRAB FAILED - RECORD NOT FOUND IN WORKLIST DB.
3	48/HCFU/780752/CV	RS003651	1001	Processing Failure	IREP ERROR:157162 GRAB FAILED - RECORD NOT FOUND IN WORKLIST DB.
4	52/HCFU/779701/CV	RS003667	1001	Processing Failure	IREP ERROR:157162 GRAB FAILED - RECORD NOT FOUND IN WORKLIST DB.
5	52/DWDA/355966/CV	RS003598	1001	Processing Failure	IREP ERROR:157162 GRAB FAILED - RECORD NOT FOUND IN WORKLIST DB.

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 Trouble ticket numbers were assigned by Verizon systems after reporting the trouble.

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

Item	Circuit ID	Trouble Ticket Number ²	Error Code	Error Description	Additional Trouble Information
6	52/DWDA/355966/CV	RS003613	1001	Processing Failure	IREP ERROR:157162 GRAB FAILED - RECORD NOT FOUND IN WORKLIST DB.

Assessment

CLECs require the ability to successfully submit Trouble Ticket Close Request transactions in order to avoid incurring costs for dispatches deemed unnecessary by the CLEC.