

December 11, 2001

OBSERVATION REPORT #62

KPMG Consulting is unable to perform Automatic Feature Update (AFU) transactions on Plain Old Telephone Service (POTS) lines.

Issue

According to the *RETAS Student Guide*,¹ AFU allows CLECs to add billed, but not provisioned, switch features to the end-user's line by utilizing the Trouble Ticket Create transaction in RETAS.

During the course of Maintenance and Repair (M&R) testing, KPMG Consulting attempted to perform nine AFU transactions via RETAS. None of these transactions resulted in the automatic update of missing features. Subsequently, the "Trouble Ticket History Close Out Narrative" for each line confirmed that Verizon personnel had manually added the missing features.

Exhibit 1 lists the lines on the AFU transactions that were attempted.

Exhibit 1: Trouble Ticket Create Transactions for AFU

| Item | Bell Atlantic Trouble Ticket Number | TN | Feature |
|-------------|--|------------|-----------------|
| 1 | 0268564 | 8047879232 | Call Forwarding |
| 2 | 0492077 | 5405539178 | Call Forwarding |
| 3 | 0296695 | 7033022845 | Call Forwarding |
| 4 | 0462751 | 5405539177 | Call Waiting |
| 5 | 0009163 | 8045949061 | Call Waiting |
| 6 | 0503206 | 5409941749 | Call Forwarding |
| 7 | 0009535 | 8045949060 | Call Waiting |
| 8 | 0212361 | 8047879247 | Call Waiting |
| 9 | 0015917 | 5405539178 | Call Forwarding |

Assessment

CLECs require the ability to utilize the AFU function in a manner consistent with documentation outlined in the *RETAS Student Guide*.

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

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