

Issued: December 11, 2001

Revised: December 20, 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

Additional Information (as of December 20, 2001)

On December 18, 2001, KPMG Consulting retested the RETAS AFU function. KPMG Consulting attempted to perform four AFU transactions; however, none of these transactions resulted in the automatic update of missing features. The "Trouble Ticket History Close Out Narrative" for each line confirmed that Verizon personnel had manually added the missing features.

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.

Exhibit 2 lists the lines on which AFU transactions were attempted.

Exhibit 2: Trouble Ticket Create Transactions for AFU Retest

Item	Bell Atlantic Trouble Ticket Number	TN	Feature
1	0419596	8047879247	Call Waiting
2	0345168	5405539178	Call Forwarding
3	0345974	5409941749	Call Forwarding
4	0216491	8045949061	Call Waiting

Assessment

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