

December 13, 2001

OBSERVATION REPORT #65

KPMG Consulting observed that Verizon did not populate Conversational TN Reservation Responses (TR2) according to the LSOG 4.7.1 Pre-Order Business Rules.

Issue

According to the LSOG 4.7.1 Pre-Order Business Rules, the population of the Type of Service (TOS), Telephone Number Type (TNTYPE) and Status of Line at Address (STAT) fields, see Exhibit 1, is required for all TR2s.

Exhibit 1: TR2 Fields and Corresponding Usage Notes

| Field | Usage | Notes and Conditions |
|----------------------------------|-------------|--|
| Type of Service (TOS) | Required | Identifies the Type of Service for this inquiry. The first character will be populated followed by three dashes. |
| Telephone Number Type (TNTYPE) | Required | Indicates the type of telephone number requested in the inquiry. |
| Status of Line at Address (STAT) | Conditional | Field should contain exact data returned on Address Validation output. |

In November 2001, KPMG Consulting submitted 36 Conversational TN Reservation Inquiry pre-orders (TR1) as part of the Conversational TN selection process. However, KPMG Consulting observed that the TOS, TNTYPE and STAT fields were not always populated on the TR2s received.

Exhibit 2 lists the TR2s on which the TOS, TNTYPE and STAT fields should have been populated.¹

Exhibit 2: TR2s with Fields that should have been Populated

| Item | INQNUM | Date Sent and Received | Missing TOS | Missing TNTYPE | Missing STAT ² |
|------|------------------|------------------------|-------------|----------------|---------------------------|
| 1 | 414091VY1C000002 | 11/01/2001 | X | X | X |
| 2 | 414091VY1C010002 | 11/13/2001 | X | X | X |
| 3 | 414091VY1C000003 | 11/15/2001 | X | X | X |
| 4 | 414091VY1C000004 | 11/15/2001 | X | X | X |
| 5 | 414091VY1C000005 | 11/15/2001 | X | X | X |

¹ "X" indicates that the field was not, but should have been, populated.

² The TR2 responses with a missing STAT field have a corresponding Address Validation Response (ADA), which has a populated STAT field.

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

| Item | INQNUM | Date Sent and Received | Missing TOS | Missing TNTYPE | Missing STAT ² |
|------|------------------|------------------------|-------------|----------------|---------------------------|
| 6 | 414091VY1C000006 | 11/15/2001 | X | X | X |
| 7 | 414091VY1C000007 | 11/19/2001 | X | X | X |
| 8 | 414091VY1C000008 | 11/19/2001 | X | X | X |
| 9 | 414091VY1C000009 | 11/19/2001 | X | X | X |
| 10 | 414091VY1C000010 | 11/19/2001 | X | X | X |
| 11 | 414091VY1C000011 | 11/19/2001 | X | X | X |
| 12 | 414091VY1C000012 | 11/19/2001 | X | X | X |
| 13 | 414091VY1C000013 | 11/19/2001 | | X | X |
| 14 | 414091VY1C000014 | 11/19/2001 | | X | X |
| 15 | 414091VY1C000015 | 11/19/2001 | | X | X |
| 16 | 414091VY1C000016 | 11/19/2001 | | X | X |
| 17 | 414091VY1C000017 | 11/19/2001 | | X | X |
| 18 | 414091VY1C000018 | 11/19/2001 | | X | X |
| 19 | 414091VY1C000019 | 11/19/2001 | | X | X |
| 20 | 414091VY1C000020 | 11/19/2001 | | X | X |
| 21 | 414091VY1C000021 | 11/20/2001 | | X | X |
| 22 | 414091VY1C000022 | 11/20/2001 | | X | X |
| 23 | 414091VY1C000023 | 11/20/2001 | | X | X |
| 24 | 414091VY1C000024 | 11/20/2001 | | X | X |
| 25 | 414091VY1C000025 | 11/20/2001 | | X | X |
| 26 | 414091VY1C000026 | 11/20/2001 | | X | X |
| 27 | 414091VY1C000027 | 11/20/2001 | | X | X |
| 28 | 414091VY1C000028 | 11/20/2001 | | X | X |
| 29 | 414091VY1C000029 | 11/20/2001 | | X | X |
| 30 | 414091VY1C000030 | 11/20/2001 | | X | X |
| 31 | 414091VS1C000095 | 11/30/2001 | | | X |
| 32 | 414091VS1C000096 | 11/30/2001 | | | X |
| 33 | 414091VS1C000097 | 11/30/2001 | | | X |
| 34 | 414091VS1C000098 | 11/30/2001 | | | X |
| 35 | 414091VS1C000099 | 11/30/2001 | | | X |
| 36 | 414091VS1C000100 | 11/30/2001 | | | X |

Assessment

Processing of pre-orders inconsistent with published documentation may impede a CLEC's ability to service its customers.

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