

January 9, 2002

OBSERVATION REPORT #67

KPMG Consulting observed that Verizon did not populate Customer Service Record Information Responses (CSA) (parsed) 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) field is required for CSAs as indicated in Exhibit 1.

Exhibit 1: Type of Service Field and Corresponding Usage Notes

Field	Usage	Notes and Conditions
Type of Service (TOS)	Conditional	Required if PARSEIND = Y

In October 2001, KPMG Consulting submitted 21 Customer Service Record (CSR) Information Inquiry pre-orders. However, KPMG Consulting observed that the TOS field was not populated for each CSA received, even though the Parse Indicator (PARSEIND) field was populated with a "Y" on each CSR pre-order that was submitted.

Exhibit 2 lists the CSAs on which the TOS field should have been populated.

Exhibit 2: CSAs with TOS Fields that should have been Populated

Item	INQNUM	Date Sent and Received
1	401011VY1F000012	10/23/2001
2	401011VY1F000014	10/25/2001
3	401011VY1F010015	10/30/2001
4	401011VY1F000018	10/24/2001
5	401011VY1F000019	10/25/2001
6	401011VY1F010020	10/30/2001
7	401011VY1F000027	10/23/2001
8	401011VY1F000028	10/24/2001
9	401011VY1F000029	10/29/2001
10	401011VY1F000030	10/30/2001
11	401011VY1F000032	10/30/2001
12	401081VY1F000012	10/25/2001
13	401081VY1F000013	10/29/2001
14	401081VY1F000014	10/31/2001
15	401081VY1F000015	10/24/2001
16	401081VY1F000016	10/29/2001
17	401081VY1F000017	10/31/2001
18	401081VY1F000029	10/24/2001

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

Item	INQNUM	Date Sent and Received
19	401081VY1F000030	10/24/2001
20	401081VY1F000031	10/25/2001
21	401081VY1F000032	10/30/2001

Assessment

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