January 17, 2002

OBSERVATION REPORT #69

KPMG Consulting was unable to perform Extended Trouble History Request transactions on Plain Old Telephone Service (POTS) lines.

Issue

According to the *RETAS Student Guide*,[1] Extended Trouble History Request transactions allow CLECs to determine the final disposition of troubles after the trouble ticket has been closed out in Verizon's systems.

Analysis of RETAS performance test results from November revealed that out of 239 attempted Extended Trouble History Request transactions submitted as part of the 4-day Volume Performance Test, 194, or 81.17%, of the attempts received error code 1001, "ProcessingFailureNoValue."[2]

Exhibit 1 lists eight examples of Extended Trouble History Request transactions that received the 1001 error code.

Exhibit 1: Extended Trouble Ticket History Transactions

Item	TN	Start Date & Time (GMT)	Error Code	Error Attribute
1	5409941836	11/19/2001 13:35:47	1001	ProcessingFailureNoValue
2	8047879238	11/19/2001 23:52:33	1001	ProcessingFailureNoValue
3	8045949050	11/26/2001 12:31:50	1001	ProcessingFailureNoValue
4	8047879238	11/26/2001 23:36:10	1001	ProcessingFailureNoValue
5	7574946144	11/28/2001 12:33:04	1001	ProcessingFailureNoValue
6	7574936080	11/28/2001 23:29:06	1001	ProcessingFailureNoValue
7	4345340354	11/30/2001 15:29:03	1001	ProcessingFailureNoValue
8	8045949063	11/30/2001 18:33:13	1001	ProcessingFailureNoValue

Assessment

CLECs require the ability to obtain error-free responses on Extended Trouble History Request transactions in order to determine the final disposition of troubles after the trouble ticket has been closed in Verizon's systems.

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[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.
[2] Appendix A of the *RETAS Student Guide* describes this error as a "miscellaneous problem" caused by system timeouts and advises the user to resubmit the transaction.

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