

OBSERVATION REPORT #108

A KPMG LSOG 4, resale, stand-alone directory listing service order was routed by Bell Atlantic to the wholesale department.

Issue

KPMG submitted a stand-alone directory listing order to change the directory listing of a CLEC resale one-line residential customer from unlisted to listed and create an additional listing. The AA version of the order received a SEM. KPMG resubmitted the order and received another SEM. Trouble ticket # 27603 was opened with Bell Atlantic on 6/15/00. The table provides additional detail:

PON/Ver	Date Submitted	SEM Receipt Date
015011ZM1X010001 AA	6/14/00	6/14/00 13:26
015011ZM1X010001 AB	6/15/00	6/15/00 16:20
015011ZM1X010001 AC	6/23/00	6/23/00 18:04
015011ZM1X010001 AD	6/29/00	6/29/00 10:26

Assessment

Inappropriate routing of orders may impede a CLECs ability to do business.