OBSERVATION REPORT #118

KPMG observed that BA-MA is unable to perform CLEC to CLEC loop migrations in both LSOG 2 and LSOG 4.

Issue

KPMG submitted an order to migrate a loop from one CLEC to another CLEC. When an error message was received, KPMG referred the issue to the MA Help Desk. The Help Desk later informed KPMG that BA-MA did not have a defined process to support CLEC to CLEC loop migrations (LSOG 2 and 4).

Assessment

The lack of a defined CLEC to CLEC loop migration process impedes a CLEC's ability to service customers.