February 29, 2000

OBSERVATION REPORT #29

KPMG is not receiving all 030101 credit records.

Issue

KPMG is not receiving all expected usage records for credit requests. According to the EMI[1] standard, credit requests made by an end-user will generate a usage record of type 030101. Currently, KPMG has received only ten of a documented 38 expected 030101 records.

The table below lists three initial telephone calls made by KPMG customers and the corresponding calls to the operator (highlighted) requesting credits. Usage was received for the initial telephone calls and the corresponding calls to the operator, however, no credit records (030101) were received for the subsequent credit requests.

ID	Date Created	From Number	To Number	Initiation	Duration	DUF Received
AB1	12/16/99	413-564-8302	413-733-5131	11:30:09 AM	00:01:21	100131
AB2	12/16/99	413-564-8302	413-733-5131	11:35:00 AM	00:00:00	100131
NM1	12/16/99	413-564-8305	413-733-5131	10:05:11 AM	00:00:31	100101
NM2	12/16/99	413-564-8305	413-733-5131	10:06:07 AM	00:00:00	100101
EB1	12/15/99	617-372-8510	617-988-1888	09:22:24 AM	00:00:23	100131
EB2	12/15/99	617-372-8510	617-988-1888	09:25:36 AM	00:00:00	100131

The table below lists the ten category 030101 records received by KPMG.

ID	Date Created	Category	From Number	To Number	Initiation	Filename
2712	12/15/99	030101	4135648305	4137335131	09:51:12	BADUFMA.R5115C.20000103.80606141100002a000
2706	12/17/99	030101	4135648306	4135648313	10:23:54	BADUFMA.R5115C.20000105.12606141100002a000
2713	12/15/99	030101	4135648306	4137335131	13:34:38	BADUFMA.R5115C.20000103.80606141100002a000
2709	12/14/99	030101	6173728479	6174954700	11:04:29	BADUFMA.R5115C.19991229.52506141100002a000
2710	12/15/99	030101	6173728510	7816414634	10:30:14	BADUFMA.R5115C.19991230.24506141100002a000
2711	12/14/99	030101	7812637010	7812351610	10:55:31	BADUFMA.R5115C.19991230.24506141100002a000
2714	12/16/99	030101	7812637010	7812351610	10:06:17	BADUFMA.R5115C.20000103.80606141100002a000

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[1] Exchange Message Interface (EMI), Industry Support Interface, Issue 16, Rev. 2, July 1999 Section 2-1

2707	12/16/99	030101	7812929643	7814557559	10:44:05	BADUFMA.R5115C.20000 105.12606141100002a000
2715	12/16/99	030101	7812929672	7814557559	10:16:12	BADUFMA.R5115C.20000 103.80606141100002a000
2708	12/17/99	030101	7812929672	7814557559	09:25:09	BADUFMA.R5115C.20000 105.12606141100002a000

Assessment

A CLEC would not be able to correctly credit its customers for credit requests resulting in inaccurate and incomplete billing of end-users.