

May 23, 2000

OBSERVATION REPORT # 74

KPMG observed several instances of unclear documentation in the Bell Atlantic North Order Business Rules, LSOG 2, v 1.8.1.

Issue 74.1

The North Order Business Rules, LSOG 2, v 1.8.1 state that the LNFN (Listed Name First) field is optional on the DL form. When KPMG submitted a DL form (007031PM0X000004*AA) for a residential customer without populating the LNFN field, the order failed and a SEM stating "A residence listing requires a full name" was received. The remarks received via the SEM conflict with the stated Usage of the LNFN field in the Business Rules.

Issue 74.2

KPMG observed that the usage and the Notes and Conditions for the CUSTUNITTYP and CUSTUNITVAL fields on the EU form are misleading.

According to the Business Rules, the Usage and Notes and Conditions for the CUSTUNITTYP and CUSTUNITVAL fields are:

- **CUSTUNITTYP**- (End User Service Address: Unit Type) field states that the field is conditional and is only "required if CUSTUNITVAL is populated, otherwise prohibited."
- **CUSTUNITVAL**- (End User Service Address: Unit Information) field states that the field is conditional and is only "required if CUSTUNITTYP is populated, otherwise prohibited".

When KPMG submitted an order in which both fields were left unpopulated (100011PM0X000004*AA) (i.e. suite and suite number were not included), a SEM stating "Required field missing- CUSTUNITTYP and CUSTUNITVAL" was received.

While the Business Rules state that the population of both fields is conditional (based on whether one field has been populated), the TISOC requires that the contents of the address determine whether the fields should be populated. In this example, the TISOC requested that the address information (suite and suite number) be included in the order, even though the Business Rules do not require it.

Issue 74.3

KPMG observed that the Notes and Conditions for the FEATURE field on the RS form are unclear. KPMG migrated two identical lines (001021PM0X000001*AB) with an FA field of "V" and a FEATURE field of "1MB" (directory listings) for both lines, and received a SEM indicating that the feature code "1MB" is only valid for the BTN (and not the second line).

Bell Atlantic's help desk asserted that for the second line the FEATURE field should be populated with the "ALS" feature code instead of "1MB". The Notes and Conditions for the FEATURE field neither state where the user can locate the USOC list that contains these feature codes, nor that different USOCs must be used for different lines.

Issue 74.4

KPMG observed that the Notes and Conditions for the LANO, LASN, LATH, LALOC, LAST and LAZC fields on the DL form indicate that these fields are optional. When KPMG submitted an order (097011PX0X000002**AC) without these values, however, a SEM stating "Required fields missing- LANO, LASN, LATH, LALOC, LAST, LAZC" was received. In contrast, in orders that were submitted where these fields were populated all received LSCs.

Issue 74.5

KPMG observed that the second paragraph in the Notes and Conditions for the ERL field (EU form) is misleading. The Notes and Conditions state that the field is optional when the 1st position of the REQ TYP field on the LSR form= "C", "E", "M" or "Z" and the ACT field on the LSR form= "V" or the 1st position of the REQ TYP field on the LSR form= "B" or "F" and the ACT field on the LSR form= "C", otherwise prohibited. Per these instructions, KPMG submitted an order (001011PM1X000002*AA) with the REQ TYP of "E", ACT of "V" and an unpopulated ERL field. This order yielded a SEM that stated "If the 1st position of the REQ TYP field = E, M or Z, and LSR ACT= V, then a DL form must be present or this field must be populated." KPMG only received an LSC when a "Y" was entered in this field.

Issue 74.6

KPMG observed that the Notes and Conditions for the BA field (Blocking Activity) on the PS form do not prohibit a value of "N" when the LNA field (Line Activity) is "N". When KPMG submitted an order (012061PM0X000003*AB) with a value of "N" in the BA field, however, a TISOC representative issued a SEM stating that a value of "N" in the "BA" field is not allowed with a new line.

Assessment

Unclear usage and notes and conditions for fields in the North Order Business Rules v 1.8.1 can lead to incorrect field population and errors in order creation.