

TI 423

EXCEPTION 3010 – DISPOSITION REPORT

Qwest OSS Evaluation

Initial Release Date: July 13, 2001
First Response Date: August 9, 2001
Second Response Date: August 31, 2001
Third Response Date: December 6, 2001
Disposition Report Date: February 20, 2002

EXCEPTION DISPOSITION REPORT

KPMG Consulting has identified an exception as a result of the testing activities associated with Provisioning Verification and Validation, MTP Test 14.

Exception:

Qwest did not populate Dark Fiber installation test results in Work Force Administration (WFA) logs as mandated by the Unbundled Dark Fiber Customer Communication Technician- Implementer (CCT-I) Job Aid (Unbundled Dark Fiber Methods and Procedures, Designed Services DS 98-0001-H).

Summary of Exception:

KPMG Consulting performed a review of Qwest's Unbundled Dark Fiber (UDF) installations to verify that the CCT-I populated the WFA logs as required the Dark Fiber Method and Procedure document.¹ The document instructs the CCT-I to populate the WFA logs with the core test results (continuity testing, light loss and interoffice fiber parameters) for each Dark Fiber installation. The CCT-I is responsible for recording these test results as benchmarks on the OSSCN. The CCT-I is also responsible for providing his own contact information, and the contact information for the central office technician, as well as the date and time by which the installation was completed.

KPMG Consulting examined the WFA logs provided by Qwest for commercial orders observed and found that the data was incomplete, WFA logs were missing, and results were not recorded as specified in the UDF Methods and Procedures. Failure to adhere to documented Methods and Procedures could result in unnecessary delays to provision the fiber to the CLEC, could increase a CLEC's operating costs due to the added time required to properly provision the fiber, and could decrease the CLEC's customer satisfaction due to the delays.

Summary of Qwest's Initial and Supplementary Responses:

Qwest initially responded with clarification for some of the CLO numbers requested. Eighteen (18) orders had been archived and were provided to KPMG Consulting through a supplemental data request. Following the receipt of additional comments from KPMG Consulting, Qwest stated that its documentation was not clear as to the specific tests that

¹ Designed Services DS 98-0001-H Unbundled Dark Fiber (UDF) Methods and Procedures CCT -I Job Aid, pg. 5 Provisioning Step 4.

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Qwest is obligated to run on UDF prior to turn-up with the CLEC. Qwest updated and clarified its UDF document, which KPMG Consulting received on September 6, 2001.

KPMG Consulting's Disposition Report (02/20/02):

Summary of KPMG Consulting's Retest Activities

KPMG Consulting observed 10 additional Unbundled Dark Fiber orders between September 6, 2001 and January 18, 2002. On January 17, 2002, the TAG agreed to suspend UDF observations due to the low volume of commercial activity. KPMG Consulting requested and reviewed the WFA OSSCN logs for the orders observed prior to the retest suspension to determine if Qwest technicians performed the provisioning tasks outlined in Qwest's Unbundled Dark Fiber method and procedure documentation.

Summary of KPMG Consulting's Retest Results:

During the retest, KPMG Consulting found that Qwest completed 32 of 50 (64%) work steps correctly, which is below the 95% performance benchmark established by KPMG Consulting. However, only 10 UDF orders were available for observation during the retest period and this small number does not meet the minimum of 35 required for statistical testing. KPMG Consulting is unable to validate that the issues initially identified have been resolved.

KPMG Consulting recommends closing Exception 3010 as inconclusive. The inconclusive finding is due to insufficient volume of data from which to draw a conclusion.