

TI 586
EXCEPTION 3053—DISPOSITION REPORT
Qwest OSS Evaluation

Initial Release Date: September 27, 2001
First Supplemental Response Date: October 23, 2001
Second Supplemental Response Date: November 16, 2001
Disposition Report Date: January 4, 2002

EXCEPTION DISPOSITION REPORT:

Exception:

Qwest's OSSLOG Trouble History was missing the closeout codes for repairs completed to DS1 Services.

Summary of Exception:

KPMG Consulting has been conducting a test of Qwest's ability to find, repair, and accurately document the results of maintenance activities, where specific faults have been placed and reported through a combination of manually and electronically reported troubles. KPMG Consulting applies a standard of 95% accuracy for the closeout codes to be entered into the Trouble History reports.¹

KPMG Consulting placed faults on 10 DS1 service accounts, and requested that Qwest repair the circuits through the normal wholesale reporting process. Once the faults were repaired, KPMG Consulting compared the closeout codes entered by Qwest in the OSSLOG Trouble History for each of the repairs, with the codes KPMG Consulting expected to be entered based on the nature of the faults. KPMG Consulting found that closeout codes were either inaccurate or missing from the OSSLOG Trouble Histories.

Inaccurate or missing closeout codes could reduce Qwest's ability to detect consistent problems reported by CLECs. This could prevent Qwest from being able to repair problems before they are reported by CLECs. This could also cause a CLEC's customers to experience avoidable problems that could reduce their level of satisfaction with a CLEC.

¹ This standard is based on KPMG Consulting's professional judgment.

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Summary of Qwest's Initial and Supplementary Responses:

On October 4, 2001, Qwest responded to Exception 3053. The initial response indicated that Disposition and Cause codes (D/C Codes) are used to close out repair trouble reports for POTS (Plain Old Telephone Service) circuits and are not used for Design Circuits. Qwest then provided documentation indicating that Trouble and Analysis Codes are used for Design Circuits.

On November 2, 2001, Qwest issued a response to KPMG Consulting's October 22, 2001 comments. The second response indicated that Trouble and Analysis Codes are not always found on the OSSLOG history primarily for manually entered trouble tickets. Qwest continues by indicating that the OSSTR system should be used to verify the proper Trouble and Analysis Codes. Qwest then provided KPMG Consulting the appropriate OSSTR histories for analysis.

KPMG Consulting's Disposition Report (01/04/02):

Summary of KPMG Consulting's Initial and Supplemental Responses:

KPMG Consulting initially reviewed trouble histories of the 10 DS1 service accounts and incorrectly analyzed the closeout codes used. On October 5, 2001 Qwest responded to the Exception and provided KPMG Consulting with documentation indicating that Trouble and Analysis Codes, not Disposition and Cause codes are used to close out designed circuits.

KPMG Consulting indicated in its October 22, 2001 response that of the 10 DS1 service accounts, four were improperly coded on the Design Circuit OSSLOG History.

In Qwest's second response on November 2, 2001, Qwest indicated that the close out coding for DS1 Services could be found in the OSSTR records. Qwest then provided KPMG Consulting the above-mentioned OSSTR records on 11/02/01. Upon reviewing the histories, KPMG Consulting concurs on November 16, 2001 with Qwest that 3 of the 4 accounts in question were coded correctly.

Based on input from Qwest and a review of the Qwest provided documentation, KPMG Consulting agrees with Qwest that 1 of the 10 DS1 circuits was incorrectly coded. As only one circuit was incorrectly coded in a sample size of 10, KPMG Consulting cannot draw a statistically accurate conclusion regarding Qwest's performance on the use of closeout codes of trouble tickets for DS1 circuits. KPMG Consulting extended Qwest the opportunity to increase the sample size by conducting additional testing and it was declined.

KPMG Consulting recommends closing Exception 3053 as inconclusive. The inconclusive finding is due to insufficient volume from which to draw a conclusion.