TI 586
EXCEPTION 3053—SECOND SUPPLEMENTAL RESPONSE

Qwest OSS Evaluation

Initial Release Date: September 27, 2001
First Supplemental Response Date: October 23, 2001
Second Supplemental Response Date: November 16, 2001

EXCEPTION REPORT:

An exception has been identified as a result of the test activities for MTP Test 18, M&R End to End Trouble Reporting.

Exception:

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

Background:

When Qwest receives a trouble report, it dispatches a technician to investigate the trouble. If a repair is made on an identified problem, Qwest enters a code number (referred to as a "disposition code") into the OSSLOG Trouble History to identify the type and/or location of the problem repaired by its technician. A code number is also to be entered for the cause (referred to as a "cause code") of the trouble repaired. The OSSLOG Trouble History ensures that Qwest has complete and accurate data regarding the types and frequency of problems reported and repaired.

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 close-out codes to be entered into the Trouble History reports.[1]

Issue:

KPMG Consulting placed faults on 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 close-out 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. None of the 10 faults placed and subsequently repaired by Qwest had close-out codes entered into the Trouble History.

KPMG Consulting has provided the details of the 10 faults in a confidential attachment.

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

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Impact:

Inaccurate or missing close-out 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.

Qwest Formal Response:

Disposition and cause codes (D/C Codes) are used to close out repair trouble reports for POTS (Plain Old Telephone Service) circuits *(Disposition & Cause Codes – All States Res Bus Public Network, Revision Date 08/27/01).* D/C Codes are not used for Design Circuits.

In conclusion, D/C codes are not used for Design Circuits.

Qwest is providing the appropriate documentation as a Supplemental Data Request for this incident.

- *Disposition & Cause Codes – All States Res Bus Public Network, Revision Date 08/27/01*

KPMG Comments (10/22/01):

KPMG Consulting initially reviewed trouble histories of 10 DS1 service accounts and incorrectly analyzed the close out codes used. Because 8 of the 10 Design Circuit OSSLOG Histories had fields where Disposition and Cause codes could be entered, KPMG Consulting incorrectly assumed that Disposition and Cause codes were used to close out DS1 service accounts.

Upon reviewing documentation provided by Qwest *(Disposition & Cause Codes – All States Res Bus Public Network, Revision Date 08/27/01)* KPMG Consulting agrees with Qwest that Disposition and Cause codes are not used to close out repair trouble reports for Designed Circuits.

However, further review of Qwest documentation indicated that Trouble Codes and Analysis Codes are used to close out DS1 service accounts *(Local Network Design Services: Analysis Codes/Trouble Code Cross Reference, Effective Date 07/21/99).* Analysis of the 10 DS1 service account trouble and analysis codes indicated that four Design Circuit OSSLOG History reports were improperly coded.

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Two accounts had incorrect codes:

Ref. No.	Account Number
1	Redacted
2	Redacted

Two accounts had no coding at all:

Ref. No.	Account Number
3	Redacted
4	Redacted

KPMG Consulting analyzed 10 DS1 service accounts and 6 (60%) were properly coded. A standard of 95% accuracy is still applied for correct closeout codes to be entered into the Design Circuit OSSLOG History reports[2]. The above results indicate Qwest is still not meeting the criteria for Accuracy of Coding of DS1 service accounts.

KPMG Consulting recommends that Exception 3053 remain open pending retest activities.

Qwest Response to KPMG Comments (10/30/01):

KPMG's analysis of the DS1 Service accounts and Trouble and Analysis codes (TC/ANA Codes) indicated that four DS1 OSSLOG History reports were improperly coded. KPMG assesses two accounts had incorrect codes and two tickets had no coding at all. Qwest's research indicates three of the four accounts were correctly coded and repaired based on Qwest's internal processes and procedures. Qwest's Trouble Codes and Analysis Codes are used to close out Unbundled Designed Service accounts based on the internal process document, *Local Network Design Services: Analysis Codes/Trouble Code Cross Reference, Effective Date 07/21/99.* In the fourth instance, Qwest technicians did not code the repair ticket correctly. In the four examples provided by KPMG, Qwest technicians correctly entered the appropriate Trouble Code/Analysis Code (TC/ANA Code) for three of the tickets. Qwest has added the following six additional columns on the Exception 3054 Confidential Attachment: Electronically Transferred, OSSTR Coded, Disposition Codes (Disp), Electronically Transferred Validation Code (ETV), ETV Match, and Trouble Code/ Analysis Code (TC/ANA). The TC/ANA Code column indicates whether the Repair Ticket was properly coded.

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[2] This standard is based on KPMG Consulting's professional judgment.

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Electronic/Manual Interface

Trouble tickets can be sent to Qwest by the CLECs either through an electronic interface, or delivered manually. Trouble tickets sent via Electronic Transfer (ET) would automatically download from the Work Force Administrator (WFA) to Qwest's proprietary systems: Operational Support System Log (OSSLOG), and Operational Support System Trouble Report (OSSTR). Per Qwest's internal documented process, *Local Network Designed Services Process Bulletins, Effective Date: 10/17/2001, Subject: Flow Control Responsibilities Bulletin Number: PB99124-2*, manually entered trouble tickets will not download to OSSLOG and OSSTR. The TC/ANA Codes are manually entered in the OSSTR by the technicians for billing, records, and maintenance purposes. The OSSTR will always contain the TC/ANA Codes whether electronically downloaded or manually input. The OSSTR is the system that should be used to verify if the proper TC/ANA Codes were entered.

Reference numbers 1 and 2 of the confidential attachment were Electronically Transferred. According to Qwest's research, all four tickets were properly coded, therefore, these tickets should be counted as properly coded.

Reference numbers 4 of the confidential attachment was manually entered, therefore the TC/ANA codes are not included in the OSSLOG. The TC/ANA Code was entered on the OSSTR. Qwest is providing information on the confidential supplemental attachment matrix to support this assertion. Base on the findings of Qwest's analysis, this ticket should be considered correctly coded.

Human Error

Reference number 3 of the confidential attachment was referenced as not coded. Because this was a manually processed trouble ticket, the codes are not electronically passed to the CLEC.   The ticket was coded in the OSSTR according to process, but the technician did not enter the correct TC/ANA codes. Qwest agrees that this was a mis-coded ticket.

Conclusion

Three of the four trouble tickets identified by KPMG as incorrectly coded were coded properly, and closed with the appropriate TC/ANA codes. Qwest will provide the OSSTR records for the three trouble tickets by 11/02/01.

Attachment(s): None

KPMG Consulting's Second Supplemental Response (11/16/01):
In Qwest's second response (10/30/01), it indicated that the close out coding for DS1 Services could be found in the OSSTR records.

Qwest provided KPMG Consulting the above-mentioned OSSTR records on 11/02/01. Upon reviewing the histories, KPMG Consulting concurs with Qwest that 3 of the 4 accounts in question were coded correctly.

KPMG Consulting concurs that close out coding for DS1 Services is found in the OSSTR records, and concludes that Qwest coded 90% of these accounts correctly.

KPMG Consulting recommends that Exception 3053 remain open until additional testing observations can be completed and evaluated.