



KPMG Third Party Test Results in Pennsylvania

➤ Relationship Management and Infrastructure (RMI)

KPMG evaluated the processes that support establishing and maintaining relationships between Verizon and CLECs including change management, interface development, account establishment, help desks and CLEC training.

KPMG confirmed that Verizon provides nondiscriminatory Relationship Management and Infrastructure support to CLECs.

➤ Pre-Ordering, Ordering, and Provisioning (POP)

KPMG evaluated the systems, processes and other operational elements associated with these activities. KPMG also examined comparable systems supporting retail operations.

Capacity Management

KPMG confirmed Verizon has a satisfactory "Capacity Management" process for wholesale systems, including the pre-ordering interfaces and gateways, to ensure that Verizon's pre-ordering systems continue to handle increasing traffic volumes with acceptable performance.



KPMG Third Party Testing Results

Volume Testing

KPMG tested Verizon's ability to process

- expected normal volumes**
- peak volumes (150% of normal volume test)**
- stress volumes (150% to 250% of normal volume test)**

Together with the commercial volume of orders that Verizon already is handling, KPMG confirmed that Verizon provides nondiscriminatory order processing to CLECs

Methods & Procedures

KPMG evaluated the methods and procedures, processes, and systems used by Verizon to provision both retail and wholesale orders. KPMG found that both the design of the methods, processes and systems, and the actual handling of orders, were nondiscriminatory.



KPMG Third Party Testing Results

➤ Billing (BLG)

KPMG evaluated both billing procedures and actual bills generated, including the following areas:

- Bill Validation
- Usage Records
- Bill Delivery Timeliness

➤ Maintenance & Repair (M&R)

KPMG evaluated Verizon's procedures, documentation and systems for maintenance and trouble administration.

KPMG verified Verizon's ability to provide nondiscriminatory maintenance & repair services to CLECs. KPMG evaluated Verizon's systems, performance, processes, documentation, network surveillance, work center operations and work coordination for the delivery of CLEC maintenance & repair services and found that all were satisfactory.



KPMG Third Party Testing Results

➤ Conclusion

Verizon's interfaces, support systems, and processes have been subject to a thorough and comprehensive third party testing process similar to the third party test of Verizon's systems in New York and Massachusetts.

KPMG examined 585 test points and concluded that Verizon had satisfied over 96% of them. The other test points were addressed by Verizon and evaluated by the Pennsylvania PUC.



Wholesale Customer Support

June 26, 2001

Marion Jordan
Vice-President
Wholesale Customer Support



Agenda

- **Wholesale Customer Support Overview**
- **CLEC Change Management**
- **CLEC Testing**
- **Documentation, Training and Assistance**
- **Other Assistance**
- **Wholesale Customer Care Center**
- **Training Course Descriptions**



CLEC Change Management

- **Process ensures CLECs receive timely notification of interface changes for access to OSS - Pre-order, Order, Trouble Repair and Maintenance and Billing.**

- **Five types of changes:**
 - Type 1 - Emergency Changes
 - Type 2 - Regulatory
 - Type 3 - Industry Standard
 - Type 4 - Verizon Initiated
 - Type 5 - CLEC Initiated

- **Ensures timely publication of Business Rules and Technical Specifications.**

- **Holds monthly Change Management meetings and workshops on special interest topics.**



CLEC Testing

- **Enables CLECs to test application to application interfaces for pre-order and order.**
 - Physically separate environment
 - Test decks and CLEC specific test accounts
 - Dedicated test coordinators
- **New release testing provides one month of testing prior to the three major CLEC affecting releases each year.**
 - Test deck is executed prior to opening the test environment, at the conclusion of the test period and with production implementation.
 - All software changes during the test period are scheduled and announced to CLECs in advance.
- **New entrant testing enables CLECs to test software for initial implementation or for changes.**
 - Test coordinator advises on planning and supports execution.
 - CLECs can use Verizon test deck or create their own.



Documentation, Training and Assistance

*This is in
Arlington*

- **Handbooks - Three volume series for resellers and for purchasers of unbundled network elements.**
 - Volume I - basic information on how to do business with Verizon.
 - Volume II - interfaces available and how to obtain technical specifications and arrange connectivity.
 - Volume III - product information.
- **Technical documentation to enable CLECs to program their systems to communicate with Verizon systems is updated with each release.**
 - Business Rules
 - EDI, CORBA specs
 - Web GUI User Guide
 - Error Messages
 - E 911, PS/ALI Guide
- **Wholesale Web site (www.verizon.com/wise) contains all necessary information:**
 - Handbooks and technical documentation.
 - Industry letters, tariff information, training courses, contact lists, etc.



Documentation, Training and Assistance

- **Extensive training is provided to enable CLEC employees to conduct business with Verizon. Classroom courses with “hands on” training include:**
 - **Basic (non-complex) products and services**
 - **Directory Listings**
 - **Complex products**
 - **Repair and Trouble Administration**
 - **Unbundled Network Elements Volume I - basic information on how to do business with Verizon.**
- **Web based training is under development.**
- **Workshops are provided to address special topics:**
 - **Monthly workshops to improve order quality and flowthrough.**
 - **Special topics - Directory Listings, Local Number Portability, Platform, UNE, E911, Collocation, Demand Forecasting, Electronic Billing Media.**



Other Assistance

- **Connectivity Assistance**
 - Review connectivity options, security requirements and timelines with CLECs.
 - Manage turn-ups to ensure timely delivery.
 - Perform initial connectivity testing and verification with CLECs.
- **Other Assistance to CLECs:**
 - Help Desk for questions on ordering, error messages, other information.
 - Conduct needs assessment and provide feedback and recommendations for smaller CLECs.
 - Manage individual issues and special situations for all CLECs (LSOG 2 to LSOG 4 conversion).
- **Industry Letters**
 - Communicate industry affecting events, other than systems changes.



Wholesale Customer Care Center

- **Provides point of contact for CLEC questions on:**
 - **Status notifiers.**
 - **Reports of systems issues (systems outages, passwords, software application problems and user questions, billing media).**
 - **Available 24 hours per day/7 days per week to handle trouble reports.**
- **Provides timely notification to to CLECs on systems slow response conditions or outages, scheduled and unscheduled interfaces or systems outages.**
- **Works directly with CLEC customers to report status and work on joint trouble resolution as required.**



Training Course Descriptions

Course	Duration	Description
Basic (Non-Complex) Products and Services – Resale	5 days	<ul style="list-style-type: none">• Detailed training on various Verizon products and services• All products and services presented in separate modules covering description, implementation, feature limitations, interactions, and applications• Students practice entering orders on the Web GUI (Graphical User Interface)
Complex Products and Services - Resale	4 days	<ul style="list-style-type: none">• Detailed training on complex products• Students practice entering complex orders on the Web GUI• Course components include Mileage, PBX Service, ISDN Basic, ISDN Primary, and Private Lines
Directory Listings	2 days	<ul style="list-style-type: none">• Students construct simple and complex listings and learn how to determine listings from a telephone directory• Covers formatting rules, regulations, and listing acceptability• Students use the Web GUI to input Directory Listings
Unbundled Network Elements (UNE)	3 days	<ul style="list-style-type: none">• Students learn course components of local service including Loops, Ports, Local Number Portability, LSR preparation using the Order Business Rules, UNE-P (Platform), etc.• Product descriptions include Loops, Ports, Number Portability, and Platform• Pre-Service Order transactions such as Basic and XDSL Loop Qualification are discussed• Students access Customer Service Records (i.e., CSRs)• Students access and navigate the Web GUI



Training Course Descriptions *(continued)*

Course	Duration	Description
Unbundled Network Elements (Digital Subscriber Loops - DSL)	1 day	<ul style="list-style-type: none">• Students learn Web GUI provisioning of Unbundled DSL loops• Related topics include Loop Qualification, ADSL, HDSL, SDSL, IDSL Loops, Digital Designed Loops, Line Sharing, and DSL Premise Services Requests• Reviews DSL offerings relative to other UNEs• Covers Pre-Service Order Transactions (CSRs, Address Validation, and Due Date Availability), New Installations and Disconnects of DSL Loop types, Service Order Jeopardies, Confirmations, and Completions
Unbundled Network Elements (Platform – Complex)	1 day	<ul style="list-style-type: none">• Students learn Web GUI provisioning of Unbundled Complex Platform components of Local Service including Platform "Flexpath," Platform ISDN-PRI, and Platform Centrex• Includes Pre-Service Order transactions (i.e., Customer Service Records and CABS CSRs), LSR Preparation using Business Rules, DS1/ISDN PRI Questionnaire Preparation, UNE Switch Port Centrex Forms preparation, and Platform Provisioning Transaction

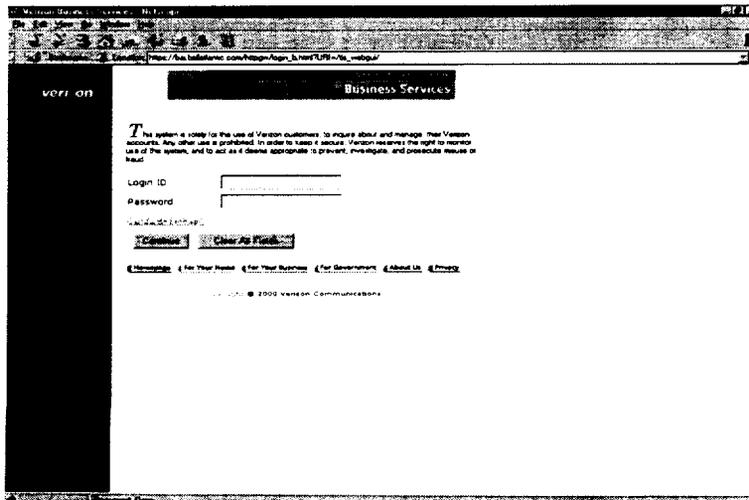
Verizon East WEB GUI OVERVIEW

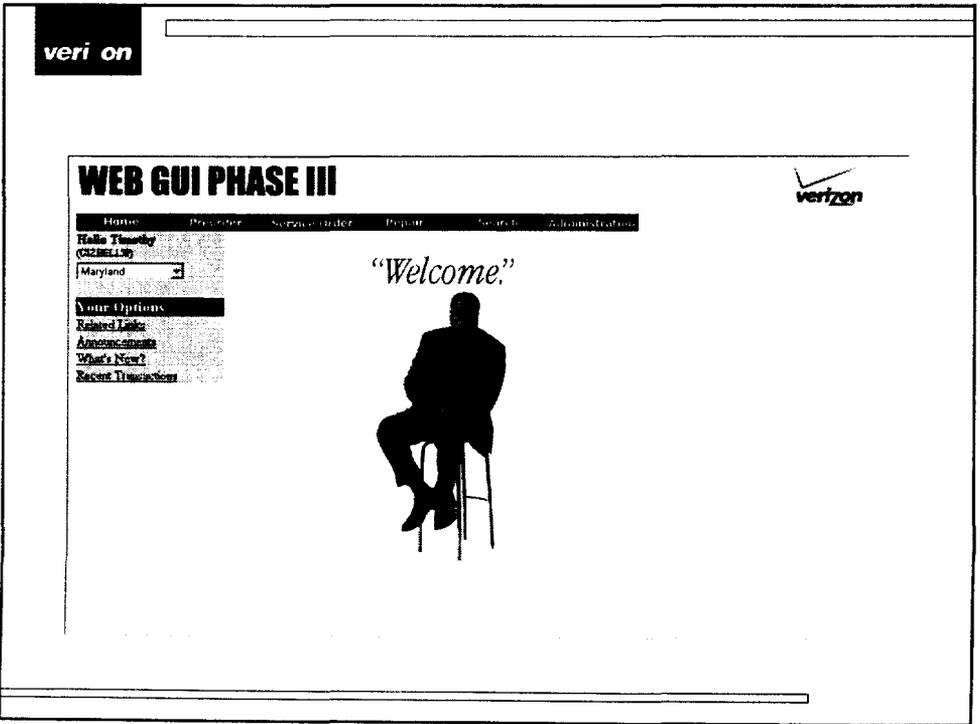
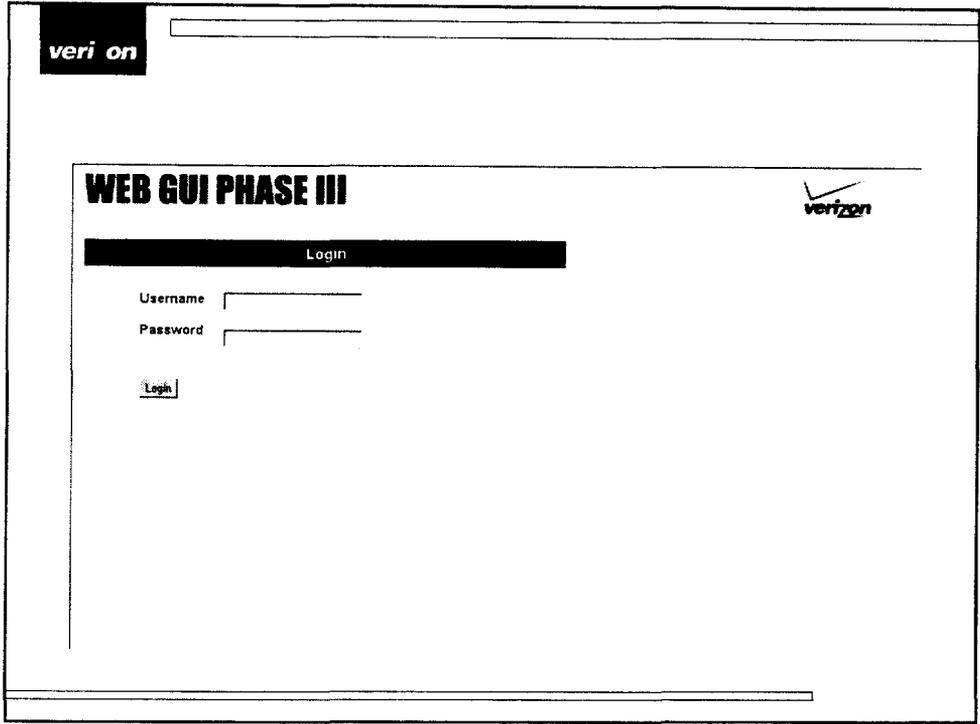
Purpose

- ✓ Provides a way to communicate with CLECs about their orders
- ✓ Provides a way to submit orders to Verizon
- ✓ Provides a way to retrieve Pre-order transactions

USERS

- ✓ Wholesale Community
(Resellers & CLECs)





WEB GUI PHASE III



Home | Member | Service Order | Repair | Search | Administration

Maryland

Related Links

Your Options

Related Links

Announcements

What's New?

Recent Transactions

TIS Documentation Please link to the Telecom Industry Services documentation page to obtain the most current customer documentation.

Question & Answer Please link to the Telecom Industry Services Q&A page to obtain quick answers to Bell Atlantic services, systems, and frequently asked questions.

Host Bill DSL Please link to the Host Bill DSL page to obtain access to the Host Bill DSL application.

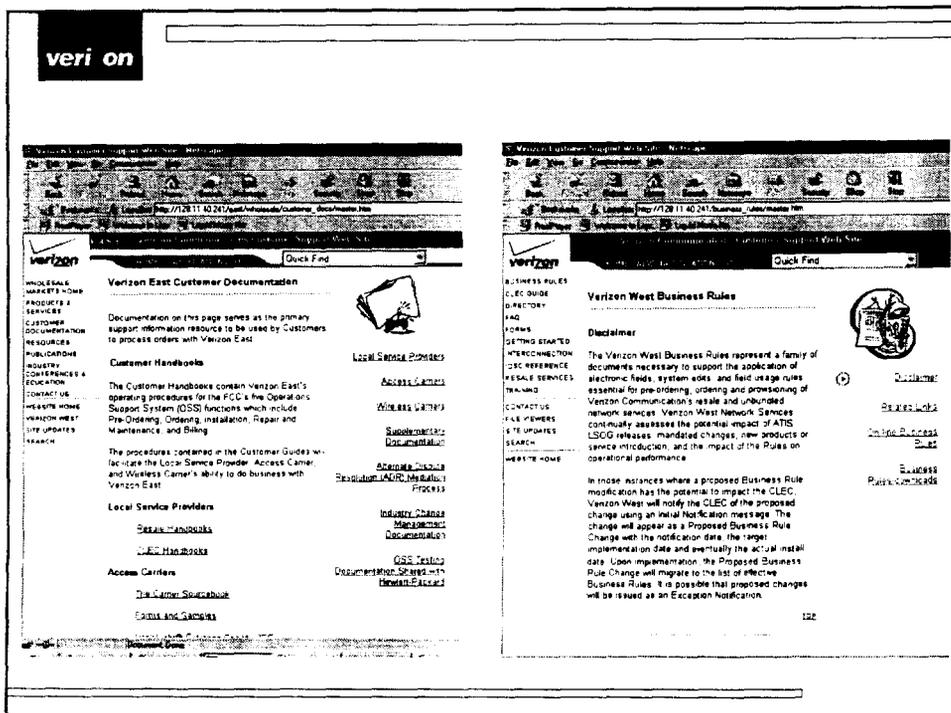
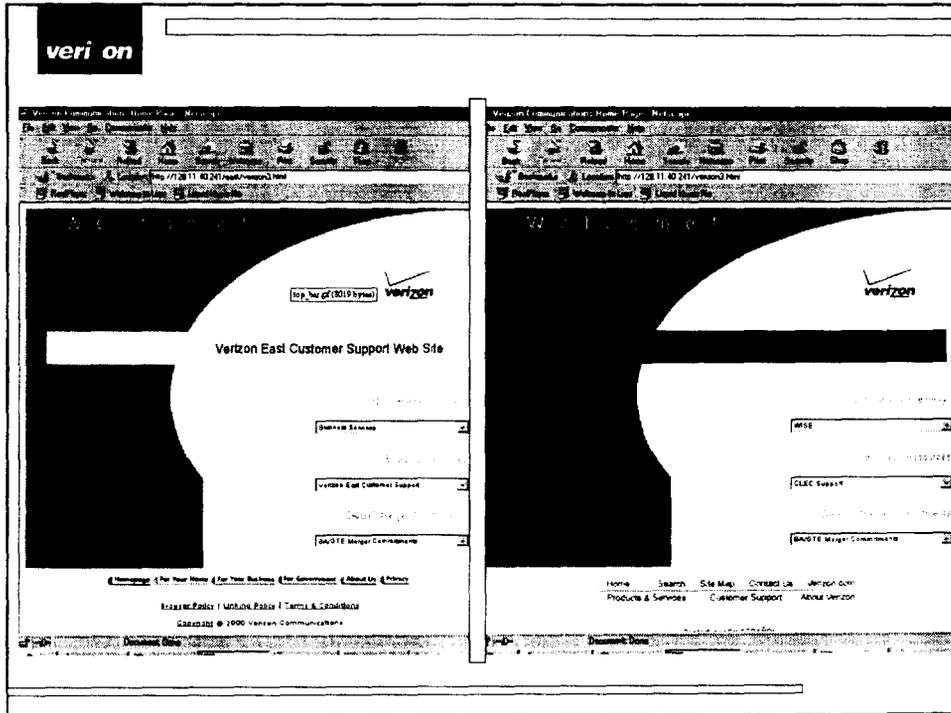
Verizon | Home | Home Page | Navigation

Search | Back | Forward | Stop | Reload | Home | Favorites | History | Print | What's New

Verizon Communications Wholesale Customer Support

Please click on the state for the support information you need.

Talk To Us
Send us your comments or questions regarding this Website, its contents or functionality.



WEB GUI PHASE III



[Home](#) [Preorder](#) [Service Order](#) [Repair](#) [Search](#) [Administration](#)

Hello Timothy

(123456789)

Maryland

Announcements

Bell Atlantic & GTE are now Verizon

Your Options

[Related Links](#)

[Announcements](#)

[What's New?](#)

[Recent Transactions](#)

WEB GUI PHASE III



[Home](#) [Preorder](#) [Service Order](#) [Repair](#) [Search](#) [Administration](#)

Hello Timothy

(123456789)

Maryland

What's New?

On August 19, 2000, Verizon implemented the latest version of its Wholesale Market software

Some specific Web GUI Phase III enhancements are:

- Open up the ability to perform Platform transactions in all states
- Implement Verizon color scheme
- Remove selectable choices in the Administration function that are not accessible for a customer
- Allow customers to edit for resubmission using the recent transaction link under the Home function
- Display 5d group names rather than abbreviated group names on the View Request and View Response pages
- Add state abbreviation to Service Order request forms to be consistent with PreOrder, Repair, and Search transactions

Your Options

[Related Links](#)

[Announcements](#)

[What's New?](#)

[Recent Transactions](#)

WEB GUI PHASE III



Home | Preorder | Service order | Repair | Search | Administration

Halle Timothy

Maryland

- Your Options
- Related Links
- Announcements
- What's New?
- Recent Transactions

Recent Transactions

Delete	New	Transaction Type	Indicator	Creation Date	Response	Request	LSOG
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 5:16:43 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 5:16:07 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 5:15:31 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 5:14:58 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 5:13:53 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		Directory Listing Request	0000000000	22-Jun-00 10:36:07 AM	Error Message	View Request	4
<input type="checkbox"/>		Directory Listing Request	0000000000	22-Jun-00 10:33:55 AM	Error Message	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 9:28:19 AM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 8:27:11 AM	Error Message	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 8:20:37 AM	Error Message	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 8:11:04 AM	Error Message	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 8:09:12 AM	Error Message	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 8:07:44 AM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 6:08:24 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 6:07:31 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		Customer Service Record	0000000000	22-Jun-00 6:05:42 PM	Customer Service Record	View Request	4

WEB GUI PHASE III



Home | Preorder | Service order | Repair | Search | Administration

Halle Timothy

New York

- LSOG Preorder
- Address Validation / ITN Selection and Reservation
- CRS Reserve Customer Service Record Information
- Customer Service Record - Create New
- Directory Listing Request
- Due Date Availability
- Loop Qualification - Basic
- Loop Qualification - Extended
- Loop Qualification - XDSL
- Product & Service Availability / Allocation
- Reservation Maintenance

Customer Service Record

Delete	New	Indicator	Creation Date	Response	Request	LSOG
<input type="checkbox"/>		0000000000	08-Sep-00 3:32:33 PM	Customer Service Record	View Request	4
<input type="checkbox"/>		0000000000	30-Aug-00 11:42:50 AM	Customer Service Record	View Request	4

WEB GUI PHASE III



Home | Provider | Service Order | Repair | Search | Administration

Home

Provider

New York

Service Order

No records to display

Advanced Information

Network

Custom Rate Service

DID Rate Service

Discharge Lines

Local Service

Local with Number

Portability

Number Portability

Platform

Port Service

Port with Local Service

Remote From Relay

Remote From Line

Remote Service

WEB GUI PHASE III



Home | Provider | Service Order | Repair | Search | Administration

Home

Provider

Maryland

Administration

Admin

User Administration

The Web GUI Phase III provides our customers the control and flexibility to administer your own company / user information.

- "Normal" authorization allows each user to maintain individual profile information.
- "Super" authorization allows a user to maintain company information as well as create, modify, and delete user accounts within your company.

To establish a super user for your company, please contact the Verizon Help Desk.

WEB GUI PHASE III



Home Preorder Service Order Repair Search Administration

Hello Timothy

Maryland

User Administration

Admin

User Administration

Modify User

Depending upon an individual's authorization level, the following operations may be performed:

- Create a new user account
- Modify an existing user account
- Delete an existing user account

Please select the desired operation from the options menu on the left.

Pre-order

WEB GUI PHASE III



Home Preorder Service Order Repair Switch Administration

Hello Timothy

New York

Preorder

Date	New	Transaction Type	Indicator	Creation Date	Response	Request	LSOG
<input type="checkbox"/>		Address Validate/TN Selection and Reservation	██████	Jun 13, 2001 1:34:25 PM	Validate Address/Assign Telephone Number	View Request	4
<input type="checkbox"/>		Customer Service Record	██████	Jun 13, 2001 10:50:24 AM	Customer Service Record	View Request	4
<input type="checkbox"/>		Loop Qualification -XDSL	██████	Jun 13, 2001 10:46:16 AM	Loop Qualification -XDSL Response	View Request	4
<input type="checkbox"/>		Loop Qualification -XDSL	██████	Jun 13, 2001 10:45:29 AM	Loop Qualification -XDSL Response	View Request	4

- LSOG-4 Preorder**
- Address Validate / TN Selection and Reservation
- CABS Retrieve Customer Service Record Information
- Customer Service Record -- Create New
- Directory Listing Request
- Due Date Availability
- Loop Qualification - Basic
- Loop Qualification - Extended
- Loop Qualification -XDSL
- Product & Service Availability / Allowability
- Reservation Maintenance

Hello Timothy

New York

- LSOG-4 Preorder**
- Address Validate / TN Selection and Reservation
- CABS Retrieve Customer Service Record Information
- Customer Service Record -- Create New
- Directory Listing Request
- Due Date Availability
- Loop Qualification - Basic
- Loop Qualification - Extended
- Loop Qualification -XDSL
- Product & Service Availability / Allowability
- Reservation Maintenance

Enables the CLEC/Reseller to validate an End-User's address and/or select and reserve a telephone number

veri on

Address Validate/TN Selection and Reservation (LSOG4)

for PA

◆ - Required ▶ - Conditional ◀ - Optional

▶ Expand Options Indicator	[Not Selected ▼]
▶ Working Telephone Number	[]
▶ Service Address House Number	[]
▶ Service Address House Number Suffix	[]
▶ Service Address Street Directional	[Not Selected ▼]
▶ Service Address Street Name	[]
▶ Service Address Street Thoroughfare	[]
▶ Service Address Street Suffix	[Not Selected ▼]
▶ Service Address Locality	[]
◆ Service Address State / Province	[]
▶ Street Address Zip Code	[]
▶ Unit Type	[Not Selected ▼]
▶ Unit Information	[]
▶ Elevation	[]
▶ Structure Type	[Not Selected ▼]
▶ Structure Information	[]
▶ Assigned House Number	[]

veri on

▶ Unit Information	[]
▶ Elevation	[]
▶ Structure Type	[Not Selected ▼]
▶ Structure Information	[]
▶ Assigned House Number	[]
▶ Business Site Name	[]
▶ Route Number	[]
▶ Box Number	[]
◆ Access Code	[Validate Only ▼]
▶ Telephone Number Type	[Not Selected ▼]
▶ Telephone Number Returned or Exchanged	
[]	[]
[]	[]
[]	[]
[]	[]
▶ Quantity of Numbers Requested	[Not Selected ▼]
▶ Local Service C-Bus	[]

[Submit and View] [Submit and View Later] [Cancel]