

September 13, 2001

EXCEPTION REPORT #2

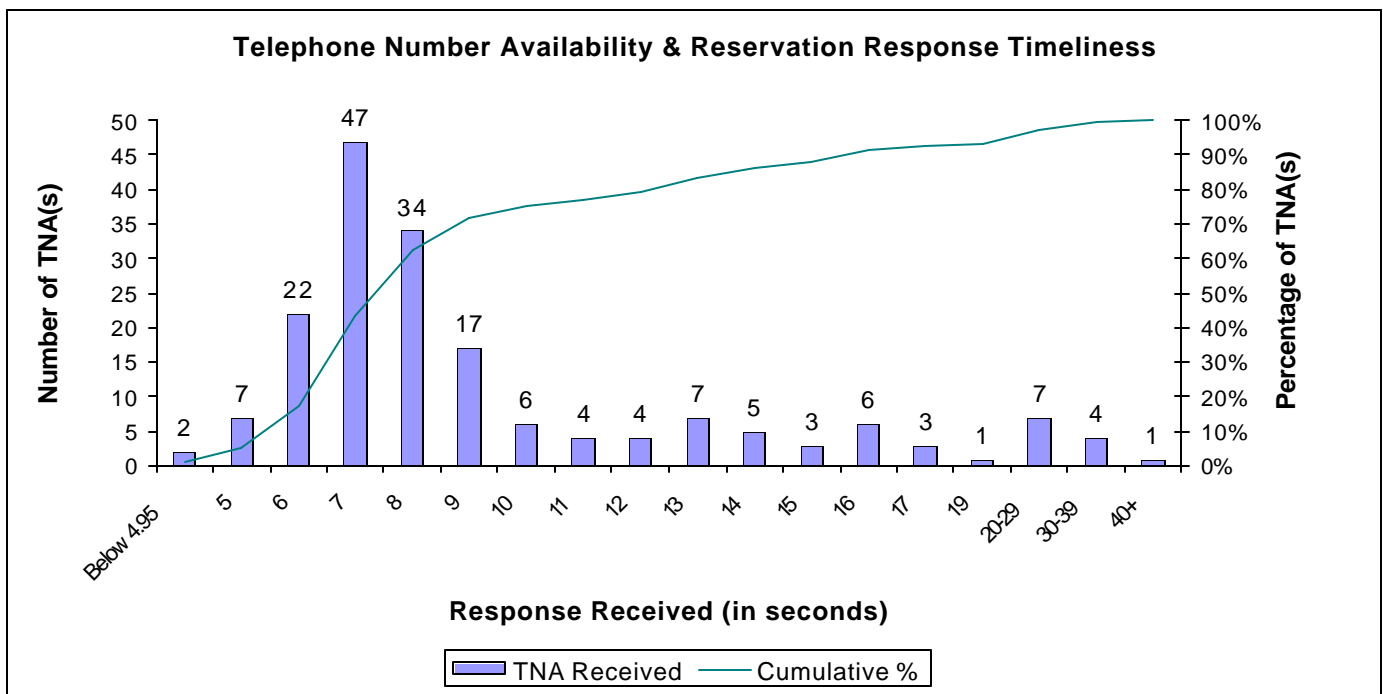
KPMG Consulting received late Telephone Number Availability & Reservation (TNA)¹ pre-order responses submitted via the Electronic Data Interface (EDI).

Issue

Using the June Virginia Carrier-to-Carrier (C2C) Report, KPMG Consulting compared our TNA timeliness results against the value reported for metric PO-1-05, Average Response Time – Telephone Number Availability & Reservation.² The June 2001 report shows a parity response time of 0.95 seconds for this metric, making the standard 4.95 seconds (parity plus 4 seconds).

Through September 5, 2001, KPMG Consulting submitted 185 TNA pre-order EDI transactions. KPMG Consulting received 180 valid responses. These responses had an average of 10.01 seconds, exceeding the standard of 4.95 seconds. Exhibit 1 shows the distribution of responses in seconds. Exhibit 2 provides 178 specific examples of late TNA responses.

Exhibit 1: Distribution of TNA Pre-order Responses



¹ TNA - Telephone Number Availability & Reservation is formerly known as Telephone Number Selection (TNS).

² The Virginia Carrier to Carrier Guidelines Performance Standards and Reports, dated August 11, 2000, defined EDI TNA timeliness in PO-1-05 as “Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)”

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Exhibit 2: Examples of late TNA Pre-order Responses

Item	INQNUM	Response Time (seconds)	Exceeded C2C Guidelines by (seconds)
1	404021VY1A050042	5	0.05
2	013011VY1A010004	5	0.05
3	011071VY1A000001	5	0.05
4	011101VY1A000001	5	0.05
5	013011VY1A000003	5	0.05
6	404021VY1A000001	5	0.05
7	404011VY1A000057	5	0.05
8	013101VY1A000005	6	1.05
9	013101VY1A000001	6	1.05
10	020061VY1A010002	6	1.05
11	020061VY1A000002	6	1.05
12	013011VY1A010003	6	1.05
13	011031VY1A000014	6	1.05
14	011031VY1A000005	6	1.05
15	404021VY1A060042	6	1.05
16	013011VY1A000001	6	1.05
17	013011VY1A000002	6	1.05
18	013011VY1A000004	6	1.05
19	012031VY1A010001	6	1.05
20	012063VY1A000004	6	1.05
21	404011VY1A000064	6	1.05
22	404011VY1A000059	6	1.05
23	404021VY1A000005	6	1.05
24	404011VY1A000041	6	1.05
25	404011VY1A000004	6	1.05
26	404011VY1A000056	6	1.05
27	404021VY1A000050	6	1.05
28	404021VY1A000065	6	1.05
29	404021VY1A030042	6	1.05
30	013111VY1A000002	7	2.05
31	013041VY1A010001	7	2.05
32	013011VY1A020002	7	2.05
33	013011VY1A030002	7	2.05
34	013021VY1A000004	7	2.05

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Item	INQNUM	Response Time (seconds)	Exceeded C2C Guidelines by (seconds)
35	013021VY1A000005	7	2.05
36	029021VY1A000003	7	2.05
37	097051VY1A000003	7	2.05
38	029021VY1A000004	7	2.05
39	020061VY1A010001	7	2.05
40	020021VY1A000002	7	2.05
41	011041VY1A000002	7	2.05
42	011041VY1A000003	7	2.05
43	011041VY1A000001	7	2.05
44	011071VY1A000002	7	2.05
45	011111VY1A000001	7	2.05
46	011031VY1A000004	7	2.05
47	002081VY1A000003	7	2.05
48	002131VY1A000001	7	2.05
49	011031VY1A000001	7	2.05
50	011031VY1A000003	7	2.05
51	012031VY1A020001	7	2.05
52	012063VY1A010006	7	2.05
53	013011VY1A010001	7	2.05
54	013011VY1A000005	7	2.05
55	012063VY1A000009	7	2.05
56	012063VY1A000003	7	2.05
57	012063VY1A000006	7	2.05
58	404011VY1A000001	7	2.05
59	404011VY1A000065	7	2.05
60	404011VY1A000063	7	2.05
61	404011VY1A000061	7	2.05
62	404011VY1A000060	7	2.05
63	404021VY1A000020	7	2.05
64	404021VY1A000019	7	2.05
65	404021VY1A000007	7	2.05
66	404011VY1A000047	7	2.05
67	404011VY1A000002	7	2.05
68	404011VY1A000014	7	2.05

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Item	INQNUM	Response Time (seconds)	Exceeded C2C Guidelines by (seconds)
69	404011VY1A000016	7	2.05
70	404021VY1A000048	7	2.05
71	404021VY1A000055	7	2.05
72	404021VY1A000047	7	2.05
73	404021VY1A020042	7	2.05
74	404021VY1A000062	7	2.05
75	404021VY1A000046	7	2.05
76	404021VY1A000049	7	2.05
77	013111VY1A000003	8	3.05
78	013021VY1A010001	8	3.05
79	013011VY1A020003	8	3.05
80	013021VY1A000003	8	3.05
81	029021VY1A000002	8	3.05
82	097051VY1A000001	8	3.05
83	013011VY1A020001	8	3.05
84	020011VY1A020002	8	3.05
85	020011VY1A030002	8	3.05
86	011071VY1A010003	8	3.05
87	012031VY1A000001	8	3.05
88	002081VY1A000004	8	3.05
89	012031VY1A000002	8	3.05
90	013011VY1A000006	8	3.05
91	012063VY1A010001	8	3.05
92	012061VY1A000001	8	3.05
93	012063VY1A000002	8	3.05
94	404021VY1A000003	8	3.05
95	404011VY1A000031	8	3.05
96	404011VY1A000042	8	3.05
97	404011VY1A000043	8	3.05
98	404011VY1A000026	8	3.05
99	404011VY1A000046	8	3.05
100	404011VY1A000005	8	3.05
101	404011VY1A000011	8	3.05
102	404011VY1A000012	8	3.05
103	404021VY1A000054	8	3.05

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Item	INQNUM	Response Time (seconds)	Exceeded C2C Guidelines by (seconds)
104	404021VY1A000064	8	3.05
105	404021VY1A000045	8	3.05
106	404011VY1A000003	8	3.05
107	404021VY1A000036	8	3.05
108	404021VY1A000041	8	3.05
109	404021VY1A000038	8	3.05
110	404011VY1A000045	8	3.05
111	013111VY1A000001	9	4.05
112	013101VY1A000003	9	4.05
113	013101VY1A000002	9	4.05
114	020081VY1A010001	9	4.05
115	029021VY1A000001	9	4.05
116	020011VY1A010002	9	4.05
117	020021VY1A000001	9	4.05
118	011071VY1A000003	9	4.05
119	002081VY1A000002	9	4.05
120	013011VY1A000007	9	4.05
121	012063VY1A000007	9	4.05
122	404021VY1A000006	9	4.05
123	404011VY1A000032	9	4.05
124	404011VY1A000015	9	4.05
125	404011VY1A000044	9	4.05
126	404021VY1A000051	9	4.05
127	404021VY1A010037	9	4.05
128	013111VY1A000014	10	5.05
129	097051VY1A000002	10	5.05
130	404021VY1A000022	10	5.05
131	404011VY1A000013	10	5.05
132	404021VY1A000024	10	5.05
133	404021VY1A000025	10	5.05
134	020011VY1A010001	11	6.05
135	013011VY1A010002	11	6.05
136	404011VY1A000029	11	6.05
137	404021VY1A000028	11	6.05
138	002081VY1A000001	12	7.05
139	404021VY1A000023	12	7.05

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Item	INQNUM	Response Time (seconds)	Exceeded C2C Guidelines by (seconds)
140	404011VY1A000030	12	7.05
141	404021VY1A010042	12	7.05
142	011031VY1A000002	13	8.05
143	404021VY1A000002	13	8.05
144	404011VY1A000058	13	8.05
145	404021VY1A000052	13	8.05
146	404021VY1A000044	13	8.05
147	404021VY1A000031	13	8.05
148	404021VY1A000040	13	8.05
149	013111VY1A000004	14	9.05
150	020061VY1A000001	14	9.05
151	006041VY1A000001	14	9.05
152	012063VY1A000008	14	9.05
153	404011VY1A000033	14	9.05
154	404011VY1A000062	15	10.05
155	404011VY1A000028	15	10.05
156	404021VY1A000063	15	10.05
157	404021VY1A000029	16	11.05
158	020011VY1A000002	16	11.05
159	404021VY1A000004	16	11.05
160	404011VY1A000017	16	11.05
161	404021VY1A000053	16	11.05
162	404021VY1A000043	16	11.05
163	013101VY1A000004	17	12.05
164	404021VY1A000016	17	12.05
165	404021VY1A000030	17	12.05
166	404011VY1A000027	19	14.05
167	404021VY1A000021	23	18.05
168	404021VY1A000018	24	19.05
169	018091VY1A000001	25	20.05
170	404021VY1A000035	25	20.05
171	404021VY1A000039	26	21.05
172	012063VY1A000005	27	22.05
173	404021VY1A000032	28	23.05
174	404021VY1A000017	32	27.05
175	404021VY1A000026	32	27.05

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Item	INQNUM	Response Time (seconds)	Exceeded C2C Guidelines by (seconds)
176	404021VY1A000027	32	27.05
177	404021VY1A000033	33	28.05
178	404021VY1A000061	43	38.05

Assessment

Late pre-order responses prevent CLECs from obtaining the information necessary to efficiently process customer service requests on a timely basis.