

September 27, 2001

EXCEPTION REPORT #3

The process established by Verizon to notify outside parties of metrics changes is not documented.

Issue

As part of Performance Metrics Review (PMR) 5: Metrics Change Management Verification and Validation Review testing, KPMG Consulting reviewed Verizon's process for notifying the Virginia State Corporation Commission (VA SCC) and the CLEC community of changes to metric definitions, standards, calculations, and results.

On August 29, 2001, KPMG Consulting interviewed Verizon Metrics personnel and found that the VA SCC and CLECs are notified of metrics changes via an issues log, delivered along with the Carrier-to-Carrier reports.¹ KPMG Consulting requested documentation describing this notification process, including the type of information contained in the issues log, when and how the log is distributed, and a Verizon point of contact, and was informed by Verizon that there was no such documentation.

Assessment

The VA SCC and CLECs cannot properly interpret and independently verify the results contained in Verizon's Carrier-to-Carrier reports unless they are notified of all metrics changes. The lack of a documented notification process could impair Verizon's ability to ensure consistent and accurate reporting.

¹ Verizon publishes monthly Carrier-to-Carrier reports on performance measurements that are defined and approved by the VA SCC and documented in the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000.

This exception report is for discussion purposes only and is subject to change without notice.