

October 25, 2001

## EXCEPTION REPORT #4

KPMG Consulting is unable to replicate certain Operator Services and Databases metrics results as reported by Verizon in the July 2001 Aggregate Carrier-to-Carrier report.

### Issue

As part of PMR3: Metrics Calculation and Reporting Verification and Validation Review, KPMG Consulting attempted to replicate the Operator Services and Databases (OD) metrics results as reported in the July 2001 Aggregate Carrier-to-Carrier (C2C) report. The OD metrics results contained in this report are based on the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports* dated August 11, 2000.

Exhibits 1 and 2 identify individual metrics for which KPMG Consulting discovered discrepancies in OD metrics results in the July 2001 Aggregate C2C report. Exhibit 1 displays the two OD metrics values that contain discrepancies, representing 16.67% of the 12 calculated OD metrics values. Exhibit 2 displays the single OD metrics count that contains a discrepancy, representing 12.50% of the eight OD metrics counts.

### Exhibit 1: OD Metrics Values that Cannot be Replicated

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG	
OD-1-01	Average Speed of Answer - Operator Services	Retail	Average	4.06	2.14	Verizon incorrectly populated values on the July 2001 Aggregate C2C report.
OD-1-01	Average Speed of Answer - Operator Services	Resale	Percentage	0.41	0.44	Verizon incorrectly populated values on the July 2001 Aggregate C2C report.

### Exhibit 2: OD Metrics Counts that Cannot be Replicated

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG	
OD-1-01	Average Speed of Answer - Operator Services	Resale	Observations	21767	21766	Verizon incorrectly populated counts on the July 2001 Aggregate C2C report.

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

## **Assessment**

KPMG Consulting must be able to consistently replicate metrics results in order to verify that the metrics results reported by Verizon in the Aggregate C2C reports are accurate. Without accurate Aggregate C2C reports, CLECs and the Virginia State Corporation Commission are unable to determine whether or not they are receiving the levels of service required by the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*.