

November 27, 2001

EXCEPTION REPORT #6

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

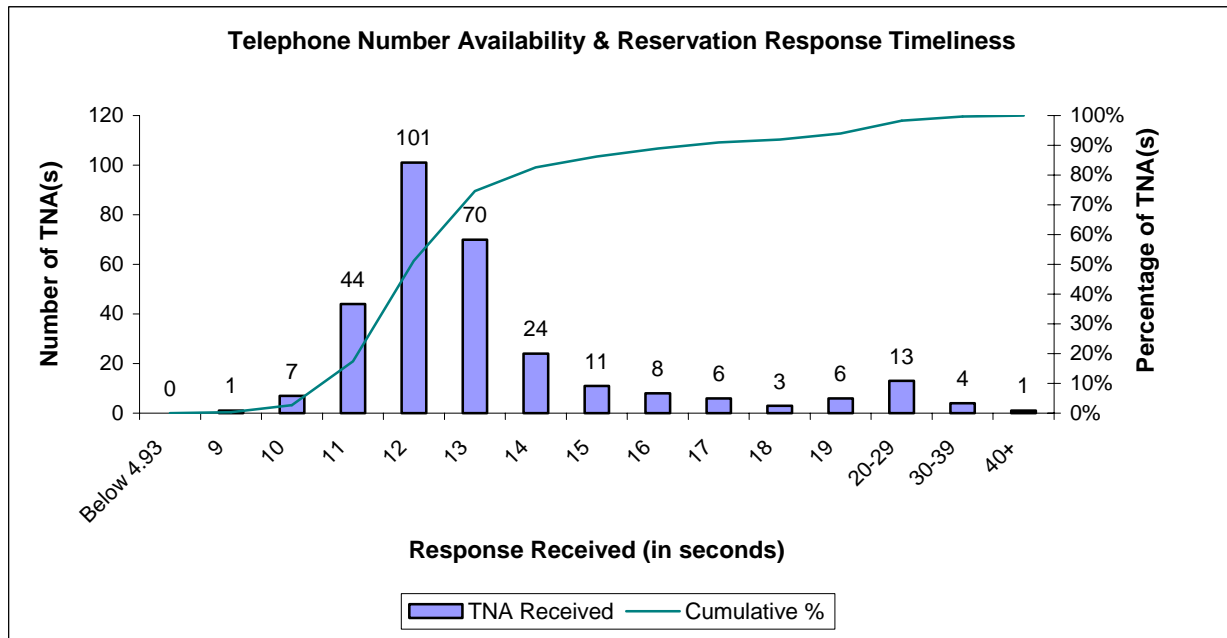
Issue

Using the September 2001 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 September report shows a parity response time of 0.93 seconds for this metric, making the standard 4.93 seconds (parity plus 4 seconds).

Through November 6, 2001, KPMG Consulting submitted 300 TNA pre-order EDI transactions and received 299 valid responses as part of the Volume Performance Tests. These responses had an average response time of 13.62 seconds, exceeding the standard of 4.93 seconds.

Exhibit 1 shows the distribution of TNA pre-order responses in seconds. Exhibit 2 provides all 299 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	404A314Y0A001752	9	4.07
2	404A314Y0A002233	10	5.07
3	404A311Y0A002207	10	5.07
4	404A314Y0A001756	10	5.07
5	404A314Y0A001751	10	5.07
6	404A311Y0A001774	10	5.07
7	404A311Y0A001749	10	5.07
8	404A311Y0A001705	10	5.07
9	404A314Y0A002256	11	6.07
10	404A314Y0A002251	11	6.07
11	404A311Y0A002276	11	6.07
12	404A314Y0A002249	11	6.07
13	404A314Y0A002245	11	6.07
14	404A311Y0A002256	11	6.07
15	404A311Y0A002253	11	6.07
16	404A311Y0A002255	11	6.07
17	404A311Y0A002247	11	6.07
18	404A314Y0A002230	11	6.07
19	404A311Y0A002243	11	6.07
20	404A311Y0A002226	11	6.07
21	404A311Y0A002229	11	6.07
22	404A314Y0A002212	11	6.07
23	404A311Y0A002215	11	6.07
24	404A314Y0A002207	11	6.07
25	404A311Y0A002213	11	6.07
26	404A311Y0A002209	11	6.07
27	404A314Y0A002201	11	6.07
28	404A311Y0A002205	11	6.07
29	404A314Y0A001759	11	6.07
30	404A311Y0A001783	11	6.07
31	404A314Y0A001757	11	6.07
32	404A311Y0A001781	11	6.07
33	404A311Y0A001769	11	6.07
34	404A314Y0A001748	11	6.07
35	404A311Y0A001761	11	6.07
36	404A311Y0A001760	11	6.07
37	404A311Y0A001756	11	6.07
38	404A311Y0A001755	11	6.07
39	404A314Y0A001729	11	6.07
40	404A311Y0A001750	11	6.07
41	404A311Y0A001746	11	6.07

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Item	INQNUM	Response Time (Seconds)	Exceeded C2C Guidelines by (seconds)
42	404A311Y0A001743	11	6.07
43	404A311Y0A001740	11	6.07
44	404A311Y0A001720	11	6.07
45	404A314Y0A001712	11	6.07
46	404A314Y0A001710	11	6.07
47	404A314Y0A001708	11	6.07
48	404A314Y0A001707	11	6.07
49	404A311Y0A001713	11	6.07
50	404A311Y0A001711	11	6.07
51	404A311Y0A001710	11	6.07
52	404A311Y0A001706	11	6.07
53	404A311Y0A002290	12	7.07
54	404A311Y0A002289	12	7.07
55	404A311Y0A002286	12	7.07
56	404A311Y0A002285	12	7.07
57	404A311Y0A002287	12	7.07
58	404A314Y0A002257	12	7.07
59	404A311Y0A002283	12	7.07
60	404A311Y0A002284	12	7.07
61	404A314Y0A002255	12	7.07
62	404A314Y0A002253	12	7.07
63	404A311Y0A002275	12	7.07
64	404A311Y0A002274	12	7.07
65	404A311Y0A002271	12	7.07
66	404A311Y0A002269	12	7.07
67	404A314Y0A002248	12	7.07
68	404A311Y0A002268	12	7.07
69	404A314Y0A002242	12	7.07
70	404A311Y0A002264	12	7.07
71	404A311Y0A002265	12	7.07
72	404A311Y0A002262	12	7.07
73	404A314Y0A002236	12	7.07
74	404A314Y0A002229	12	7.07
75	404A311Y0A002246	12	7.07
76	404A314Y0A002232	12	7.07
77	404A311Y0A002244	12	7.07
78	404A314Y0A002224	12	7.07
79	404A311Y0A002245	12	7.07
80	404A314Y0A002225	12	7.07
81	404A314Y0A002218	12	7.07

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Item	INQNUM	Response Time (Seconds)	Exceeded C2C Guidelines by (seconds)
82	404A311Y0A002232	12	7.07
83	404A314Y0A002220	12	7.07
84	404A314Y0A002222	12	7.07
85	404A311Y0A002234	12	7.07
86	404A311Y0A002235	12	7.07
87	404A314Y0A002221	12	7.07
88	404A311Y0A002227	12	7.07
89	404A311Y0A002225	12	7.07
90	404A311Y0A002228	12	7.07
91	404A311Y0A002220	12	7.07
92	404A311Y0A002222	12	7.07
93	404A311Y0A002221	12	7.07
94	404A311Y0A002218	12	7.07
95	404A311Y0A002219	12	7.07
96	404A314Y0A002205	12	7.07
97	404A314Y0A002204	12	7.07
98	404A311Y0A002212	12	7.07
99	404A314Y0A002203	12	7.07
100	404A311Y0A002210	12	7.07
101	404A314Y0A002202	12	7.07
102	404A311Y0A002206	12	7.07
103	404A311Y0A001790	12	7.07
104	404A311Y0A001789	12	7.07
105	404A314Y0A001758	12	7.07
106	404A311Y0A001784	12	7.07
107	404A314Y0A001754	12	7.07
108	404A311Y0A001780	12	7.07
109	404A314Y0A001749	12	7.07
110	404A311Y0A001775	12	7.07
111	404A314Y0A001747	12	7.07
112	404A311Y0A001772	12	7.07
113	404A311Y0A001771	12	7.07
114	404A314Y0A001742	12	7.07
115	404A314Y0A001743	12	7.07
116	404A311Y0A001766	12	7.07
117	404A311Y0A001762	12	7.07
118	404A314Y0A001741	12	7.07
119	404A311Y0A001763	12	7.07
120	404A314Y0A001734	12	7.07
121	404A314Y0A001735	12	7.07
122	404A314Y0A001733	12	7.07

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Item	INQNUM	Response Time (Seconds)	Exceeded C2C Guidelines by (seconds)
123	404A311Y0A001751	12	7.07
124	404A311Y0A001747	12	7.07
125	404A314Y0A001726	12	7.07
126	404A311Y0A001738	12	7.07
127	404A311Y0A001741	12	7.07
128	404A311Y0A001744	12	7.07
129	404A314Y0A001723	12	7.07
130	404A314Y0A001725	12	7.07
131	404A314Y0A001718	12	7.07
132	404A311Y0A001736	12	7.07
133	404A311Y0A001734	12	7.07
134	404A311Y0A001733	12	7.07
135	404A311Y0A001732	12	7.07
136	404A314Y0A001722	12	7.07
137	404A311Y0A001727	12	7.07
138	404A311Y0A001729	12	7.07
139	404A314Y0A001713	12	7.07
140	404A314Y0A001716	12	7.07
141	404A314Y0A001715	12	7.07
142	404A314Y0A001711	12	7.07
143	404A311Y0A001721	12	7.07
144	404A311Y0A001723	12	7.07
145	404A311Y0A001718	12	7.07
146	404A311Y0A001716	12	7.07
147	404A314Y0A001705	12	7.07
148	404A311Y0A001715	12	7.07
149	404A314Y0A001706	12	7.07
150	404A314Y0A001703	12	7.07
151	404A314Y0A001702	12	7.07
152	404A311Y0A001708	12	7.07
153	404A311Y0A001704	12	7.07
154	404A311Y0A002288	13	8.07
155	404A314Y0A002258	13	8.07
156	404A311Y0A002282	13	8.07
157	404A311Y0A002279	13	8.07
158	404A314Y0A002252	13	8.07
159	404A314Y0A002250	13	8.07
160	404A314Y0A002247	13	8.07
161	404A311Y0A002270	13	8.07
162	404A311Y0A002272	13	8.07
163	404A314Y0A002243	13	8.07

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Item	INQNUM	Response Time (Seconds)	Exceeded C2C Guidelines by (seconds)
164	404A311Y0A002266	13	8.07
165	404A314Y0A002240	13	8.07
166	404A311Y0A002258	13	8.07
167	404A314Y0A002234	13	8.07
168	404A314Y0A002235	13	8.07
169	404A311Y0A002249	13	8.07
170	404A311Y0A002248	13	8.07
171	404A311Y0A002251	13	8.07
172	404A314Y0A002231	13	8.07
173	404A311Y0A002239	13	8.07
174	404A311Y0A002240	13	8.07
175	404A314Y0A002228	13	8.07
176	404A314Y0A002226	13	8.07
177	404A311Y0A002238	13	8.07
178	404A311Y0A002233	13	8.07
179	404A314Y0A002219	13	8.07
180	404A311Y0A002231	13	8.07
181	404A311Y0A002230	13	8.07
182	404A314Y0A002213	13	8.07
183	404A314Y0A002211	13	8.07
184	404A314Y0A002210	13	8.07
185	404A314Y0A002209	13	8.07
186	404A314Y0A002206	13	8.07
187	404A311Y0A002217	13	8.07
188	404A311Y0A001788	13	8.07
189	404A311Y0A001785	13	8.07
190	404A311Y0A001782	13	8.07
191	404A314Y0A001755	13	8.07
192	404A314Y0A001753	13	8.07
193	404A311Y0A001778	13	8.07
194	404A311Y0A001779	13	8.07
195	404A311Y0A001776	13	8.07
196	404A311Y0A001773	13	8.07
197	404A311Y0A001777	13	8.07
198	404A314Y0A001746	13	8.07
199	404A311Y0A001767	13	8.07
200	404A314Y0A001745	13	8.07
201	404A314Y0A001740	13	8.07
202	404A314Y0A001738	13	8.07
203	404A311Y0A001754	13	8.07
204	404A314Y0A001737	13	8.07

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Item	INQNUM	Response Time (Seconds)	Exceeded C2C Guidelines by (seconds)
205	404A311Y0A001759	13	8.07
206	404A311Y0A001748	13	8.07
207	404A314Y0A001732	13	8.07
208	404A311Y0A001752	13	8.07
209	404A314Y0A001730	13	8.07
210	404A314Y0A001727	13	8.07
211	404A314Y0A001728	13	8.07
212	404A314Y0A001724	13	8.07
213	404A311Y0A001745	13	8.07
214	404A314Y0A001720	13	8.07
215	404A311Y0A001737	13	8.07
216	404A314Y0A001719	13	8.07
217	404A314Y0A001714	13	8.07
218	404A311Y0A001725	13	8.07
219	404A314Y0A001709	13	8.07
220	404A311Y0A001717	13	8.07
221	404A311Y0A001709	13	8.07
222	404A311Y0A001707	13	8.07
223	404A314Y0A001701	13	8.07
224	404A314Y0A002254	14	9.07
225	404A311Y0A002280	14	9.07
226	404A311Y0A002273	14	9.07
227	404A311Y0A002260	14	9.07
228	404A314Y0A002244	14	9.07
229	404A311Y0A002242	14	9.07
230	404A311Y0A002204	14	9.07
231	404A311Y0A001791	14	9.07
232	404A311Y0A001787	14	9.07
233	404A311Y0A001768	14	9.07
234	404A314Y0A001744	14	9.07
235	404A311Y0A001758	14	9.07
236	404A311Y0A001757	14	9.07
237	404A311Y0A001739	14	9.07
238	404A311Y0A001742	14	9.07
239	404A311Y0A001731	14	9.07
240	404A314Y0A001717	14	9.07
241	404A311Y0A001726	14	9.07
242	404A311Y0A001730	14	9.07
243	404A311Y0A001724	14	9.07
244	404A311Y0A001719	14	9.07
245	404A311Y0A001714	14	9.07
246	404A314Y0A001704	14	9.07
247	404A311Y0A001712	14	9.07
248	404A314Y0A002238	15	10.07

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Item	INQNUM	Response Time (Seconds)	Exceeded C2C Guidelines by (seconds)
249	404A311Y0A002241	15	10.07
250	404A314Y0A002217	15	10.07
251	404A311Y0A001786	15	10.07
252	404A314Y0A001750	15	10.07
253	404A311Y0A001765	15	10.07
254	404A314Y0A001731	15	10.07
255	404A311Y0A001735	15	10.07
256	404A314Y0A001721	15	10.07
257	404A311Y0A001722	15	10.07
258	404A311Y0A001702	15	10.07
259	404A311Y0A002291	16	11.07
260	404A314Y0A002259	16	11.07
261	404A311Y0A002267	16	11.07
262	404A311Y0A002259	16	11.07
263	404A311Y0A002224	16	11.07
264	404A311Y0A002216	16	11.07
265	404A311Y0A001770	16	11.07
266	404A311Y0A001701	16	11.07
267	404A311Y0A002281	17	12.07
268	404A311Y0A002278	17	12.07
269	404A314Y0A002216	17	12.07
270	404A311Y0A002203	17	12.07
271	404A311Y0A001764	17	12.07
272	404A314Y0A001736	17	12.07
273	404A311Y0A002263	18	13.07
274	404A314Y0A002223	18	13.07
275	404A311Y0A002237	18	13.07
276	404A311Y0A002261	19	14.07
277	404A311Y0A002236	19	14.07
278	404A314Y0A002215	19	14.07
279	404A311Y0A002223	19	14.07
280	404A311Y0A002214	19	14.07
281	404A311Y0A001703	19	14.07
282	404A314Y0A002227	20	15.07
283	404A314Y0A002239	21	16.07
284	404A311Y0A002250	21	16.07
285	404A314Y0A002208	21	16.07
286	404A311Y0A002208	21	16.07
287	404A311Y0A002277	23	18.07
288	404A314Y0A002241	23	18.07
289	404A311Y0A002252	23	18.07
290	404A314Y0A002246	24	19.07

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Item	INQNUM	Response Time (Seconds)	Exceeded C2C Guidelines by (seconds)
291	404A311Y0A002211	24	19.07
292	404A311Y0A002254	25	20.07
293	404A314Y0A002214	25	20.07
294	404A311Y0A002257	26	21.07
295	404A314Y0A002237	30	25.07
296	404A311Y0A001753	30	25.07
297	404A311Y0A001728	31	26.07
298	404A311Y0A002202	38	33.07
299	404A314Y0A001739	62	57.07

Assessment

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