

December 3, 2001

EXCEPTION REPORT #7

KPMG Consulting observed that data has been excluded in the calculations for metrics PO-1, Response Time OSS Pre-Ordering Interface, and PO-2, OSS Interface Availability, for EDI.

Issue

As part of PMR3: Metrics Calculation and Reporting Verification and Validation Review, KPMG Consulting interviewed Verizon data providers to ascertain the source of data captured by Verizon's EnView system to calculate the PO-2 pre-ordering EDI metrics. KPMG Consulting was informed that even though Verizon has deployed four EDI servers for use by its wholesale customers – BEDDIPRE 3, 4, 5, and 6, only the BEDDIPRE 5 and 6 servers are being polled for data to calculate both the PO-1 and PO-2 pre-ordering EDI metrics.

Assessment

Verizon's omission of data in the calculation of the PO-1 and PO-2 pre-ordering EDI metrics compromises the completeness and accuracy of the results reported on the Virginia Carrier-to-Carrier reports. Without complete and accurate reporting of metrics results, CLECs and the Virginia State Corporation Commission will be unable to determine whether or not Verizon is providing the levels of service required by the *Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000.