

December 10, 2001

**EXCEPTION REPORT #8**

KPMG Consulting received late Rejected responses for pre-orders submitted via the Electronic Data Interface (EDI) as part of volume performance testing.

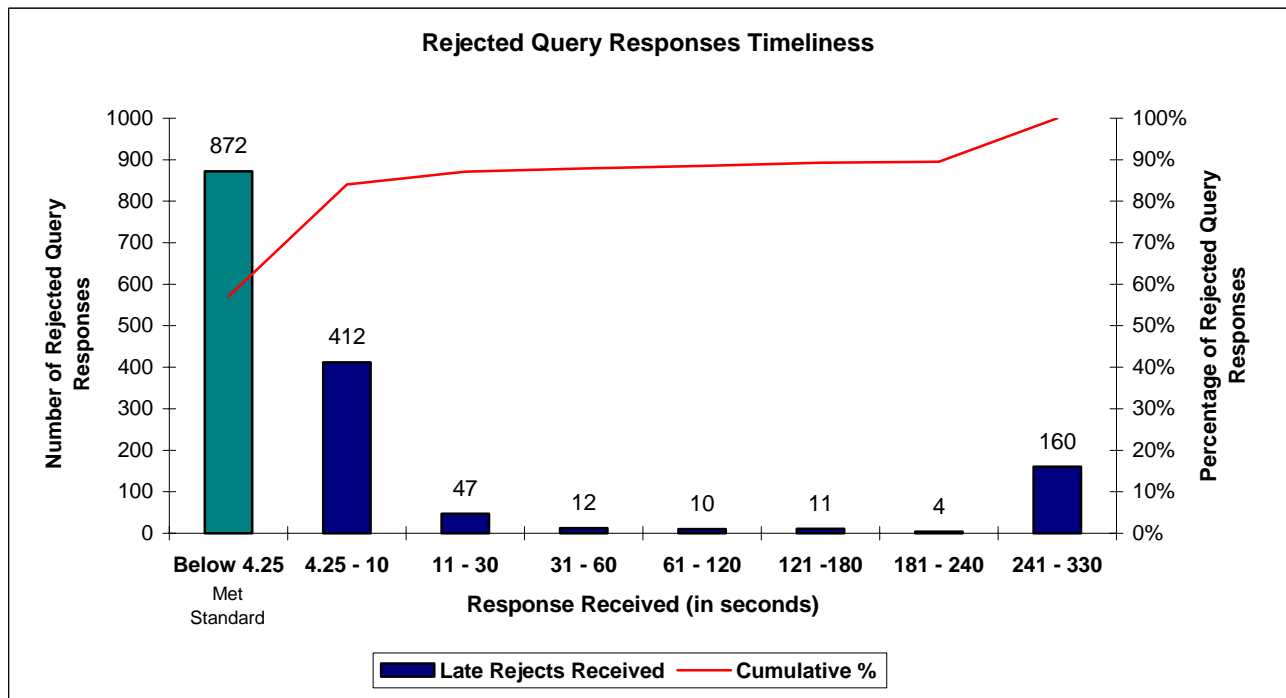
**Issue**

Using the October 2001 Virginia Carrier-to-Carrier (C2C) Report, KPMG Consulting compared our Rejected response timeliness results for pre-orders against the value reported for metric PO-1-07,<sup>1</sup> Average Response Time – Rejected Query. The October report shows a parity response time of 0.25 seconds for this metric, making the standard 4.25 seconds (parity plus 4 seconds).

Through November 20, 2001, KPMG Consulting submitted 150,533 pre-orders and received 1,528 Rejected responses as part of the Volume Performance Tests. The average response time for all responses was 32.01 seconds, exceeding the standard of 4.25 seconds.

Exhibit 1 shows the distribution of all Rejected responses in seconds. Exhibit 2 provides 75 specific examples of the 656 late Rejected responses.

**Exhibit 1: Distribution of Rejected Query Responses**



<sup>1</sup> The Virginia Carrier to Carrier Guidelines Performance Standards and Reports, dated August 11, 2000, defined EDI Rejected Queries timeliness in PO-1-07 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.)”

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

**Exhibit 2: Examples of Late Pre-Order Rejected Responses**

Item	INQNUM	Response Time (seconds)	Exceeded
			C2C Guidelines by (seconds)
1	401S523Y0F001748	5	0.83
2	401S523Y0F001756	5	0.83
3	401S523Y0F001752	5	0.83
4	405A213Y0G001730	5	0.83
5	401S523Y0F002242	5	0.83
6	401S523Y0F002229	5	0.83
7	401S523Y0F002230	5	0.83
8	401S523Y0F002235	5	0.83
9	401S523Y0F002345	5	0.83
10	401S523Y0F002330	5	0.83
11	401S523Y0F002332	5	0.83
12	401S523Y0F002365	5	0.83
13	401S523Y0F002356	5	0.83
14	401S523Y0F002308	5	0.83
15	401S523Y0F002288	5	0.83
16	401S523Y0F002265	5	0.83
17	401S523Y0F002349	5	0.83
18	401S523Y0F001822	6	1.83
19	401S523Y0F001733	6	1.83
20	401S523Y0F001715	6	1.83
21	401S523Y0F002360	6	1.83
22	401S523Y0F001783	8	3.83
23	401S523Y0F004082	9	4.83
24	401S523Y0F004085	9	4.83
25	401S523Y0F004109	9	4.83
26	401S523Y0F004120	9	4.83
27	401S523Y0F004147	9	4.83
28	401S523Y0F001791	12	7.83
29	401S523Y0F004166	97	92.83
30	401S523Y0F004127	99	94.83
31	401S523Y0F004164	138	133.83
32	401S523Y0F004203	139	134.83
33	401S523Y0F004151	140	135.83
34	401S523Y0F004125	141	136.83
35	401S523Y0F004168	143	138.83
36	405A213Y0G002602	241	236.83
37	405A213Y0G001731	242	237.83
38	405A213Y0G001733	242	237.83
39	405A211Y0G002251	242	237.83
40	405A212Y0G002225	242	237.83
41	405A214Y0G002604	242	237.83
42	405A212Y0G002601	242	237.83
43	405A211Y0G002603	242	237.83

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Item	INQNUM	Response Time (seconds)	Exceeded C2C Guidelines by (seconds)
44	405A211Y0G002601	242	237.83
45	405A213Y0G002609	242	237.83
46	405A214Y0G002664	242	237.83
47	405A214Y0G002628	242	237.83
48	405A214Y0G002627	242	237.83
49	405A214Y0G002616	242	237.83
50	405A211Y0G001748	242	237.83
51	405A214Y0G001733	243	238.83
52	405A213Y0G002233	243	238.83
53	405A212Y0G001724	243	238.83
54	405A211Y0G001749	243	238.83
55	405A214Y0G001732	243	238.83
56	405A211Y0G001751	243	238.83
57	405A211Y0G001750	243	238.83
58	405A211Y0G001753	243	238.83
59	405A214Y0G001734	243	238.83
60	405A211Y0G002253	243	238.83
61	405A211Y0G002252	243	238.83
62	405A211Y0G002250	244	239.83
63	405A212Y0G002648	245	240.83
64	405A213Y0G002612	245	240.83
65	405A212Y0G002630	245	240.83
66	405A211Y0G002634	245	240.83
67	405A212Y0G002608	245	240.83
68	405A212Y0G002616	245	240.83
69	405A211Y0G002647	245	240.83
70	405A211Y0G002651	245	240.83
71	405A211Y0G002683	245	240.83
72	405A214Y0G002657	246	241.83
73	401S523Y0F004202	258	253.83
74	401S523Y0F004148	261	256.83
75	401S523Y0F004142	324	319.83

### **Assessment**

Delays in receiving pre-order responses prevent CLECs from obtaining the information necessary to efficiently process customer service requests in a timely manner.

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