

December 19, 2001

EXCEPTION #8 DISPOSITION REPORT

On December 10, 2001, KPMG Consulting issued Exception #8, which indicated that the timeliness of Rejected responses to pre-orders submitted via the Electronic Data Interchange (EDI) did not meet the Carrier-to-Carrier (C2C) Standard for metric PO-1-07,¹ Average Response Time – Rejected Query.

In the exception, KPMG Consulting had included 381 erred responses received for pre-order transactions submitted as part of the stress volume test. Excluding these responses, 1,147 responses remain as part of the calculation of the PO-1-07 metric.

Of the remaining 1,147 pre-order erred responses received, KPMG Consulting had originally classified 315 Directory Listing Request (DLR) pre-order error responses as Rejected Query responses based on the error code DLRE0001² on the DLR error responses, which indicated, “Your request has timed out, please try again later.” However, the C2C Guidelines define a Rejected Query as a “query that cannot be processed by Verizon’s pre-ordering system due to incomplete or invalid information submitted by the sender, resulting in an error message sent to the sender.”³ Because these timed-out transactions were not rejected for incomplete or invalid information, KPMG Consulting has determined that these error responses should not be included in the calculation of the PO-1-07 metric.

Excluding the 315 timed-out transactions and the transactions submitted as part of the stress volume test, the average response time for Rejected Query responses is now 3.76 seconds, which satisfies the standard of 4.25 seconds from the October 2001 C2C report.

Based upon further examination, KPMG Consulting considers this exception closed as of December 19, 2001.

¹ *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000.

² Defined in the *Verizon Pre-Order and Trouble Administration Error Messages* document, released in October 2001.

³ *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000, pg. 5.

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