

December 10, 2001

EXCEPTION REPORT #9

The average response time for Trouble Ticket Test transactions failed to meet the standard reported on the October 2001 Virginia Carrier-to-Carrier (C2C) report for metric MR-1-06,¹ Average Response Time – Test Trouble (POTS Only).

Issue

Using the October report, KPMG Consulting compared our Trouble Ticket Test² average response time against the value reported for metric MR-1-06. The October report shows a parity response time of 44.09 seconds, making the standard 51.09 seconds (parity plus 7 seconds).

During the course of two days of normal load Maintenance and Repair (M&R) testing, KPMG Consulting submitted 2,667 Trouble Ticket Test transactions. These responses had an average response time of 73.8 seconds, exceeding the standard of 51.09 seconds.

Exhibit 1 lists examples of late Trouble Ticket Test responses. Exhibit 2 is a frequency distribution of the Trouble Ticket Test transactions.

Exhibit 1: Late Trouble Ticket Test Responses

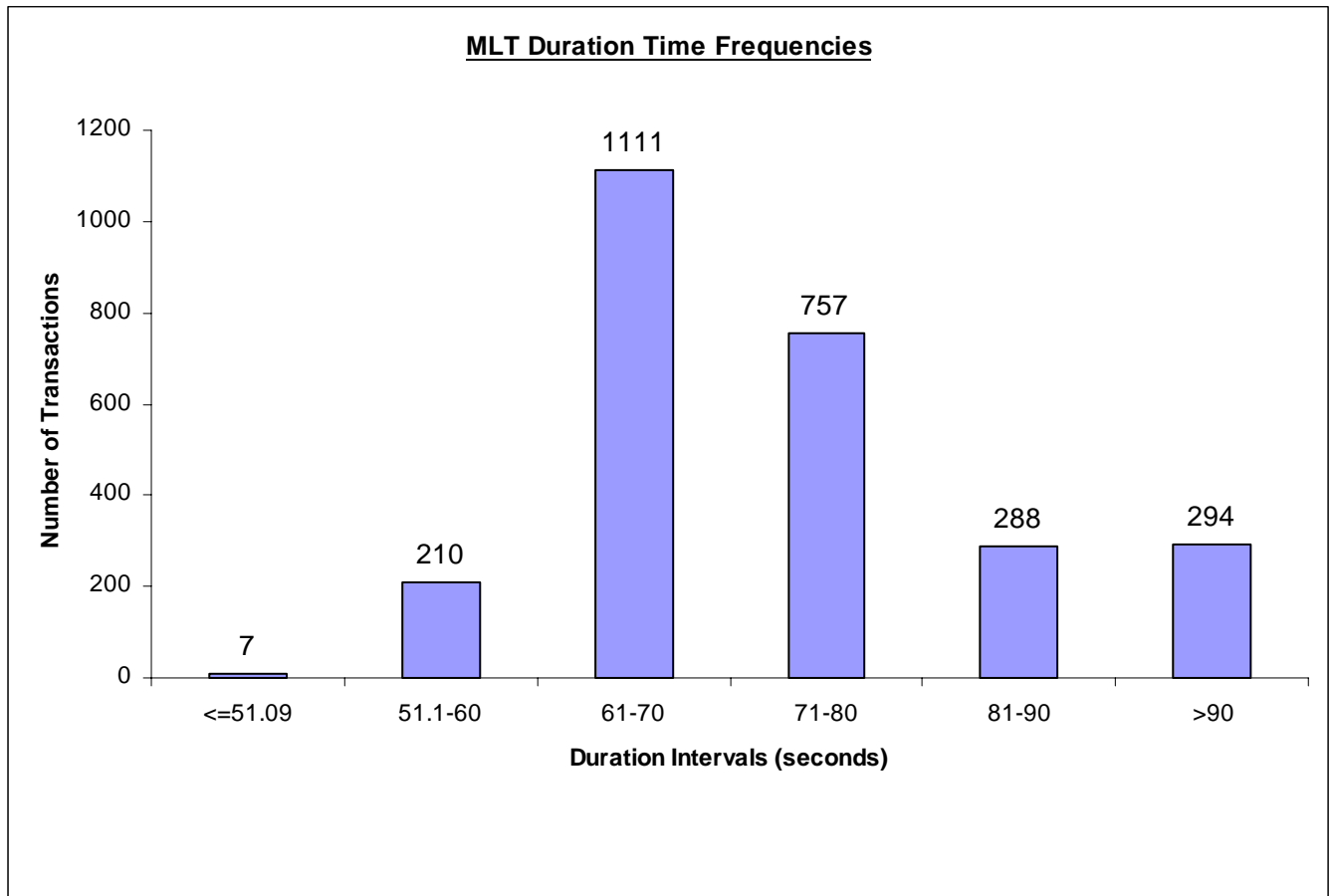
Item	Start Date & Time	Duration of Transaction(s)
1	11/19/2001 07:10	57.51
2	11/19/2001 07:11	71.81
3	11/19/2001 08:15	79.30
4	11/19/2001 08:16	73.17
5	11/19/2001 10:05	66.96
6	11/19/2001 10:06	61.68
7	11/19/2001 11:11	78.02
8	11/19/2001 11:11	73.07
9	11/19/2001 12:19	72.67
10	11/19/2001 12:19	72.84
11	11/19/2001 13:11	77.49
12	11/19/2001 13:11	72.19
13	11/19/2001 14:45	67.69
14	11/19/2001 14:46	60.49
15	11/19/2001 15:19	82.72
16	11/19/2001 15:19	72.13
17	11/19/2001 16:27	81.76
18	11/19/2001 16:27	72.48
19	11/19/2001 17:34	65.30

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

² The Trouble Ticket Test function allows CLECs to perform Mechanized Loop Tests (MLT) on UNE-Platform (UNE-P) and UNE Loop and Port services.

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

Item	Start Date & Time	Duration of Transaction(s)
20	11/19/2001 17:34	61.20
21	11/19/2001 18:26	57.09
22	11/19/2001 18:27	82.18
23	11/19/2001 19:23	76.11
24	11/19/2001 19:24	67.43
25	11/19/2001 20:07	69.81
26	11/19/2001 20:08	141.30
27	11/26/2001 07:06	59.23
28	11/26/2001 07:07	88.14
29	11/26/2001 08:35	70.70
30	11/26/2001 08:36	66.89
31	11/26/2001 09:06	97.25
32	11/26/2001 09:07	100.45
33	11/26/2001 10:31	108.40
34	11/26/2001 10:31	82.66
35	11/26/2001 11:53	68.48
36	11/26/2001 11:53	66.56
37	11/26/2001 12:49	70.37
38	11/26/2001 12:49	73.61
39	11/26/2001 13:43	77.52
40	11/26/2001 13:44	65.21
41	11/26/2001 14:12	89.62
42	11/26/2001 14:13	66.12
43	11/26/2001 15:14	61.44
44	11/26/2001 15:14	66.44
45	11/26/2001 16:29	70.56
46	11/26/2001 16:30	67.33
47	11/26/2001 17:29	67.99

Exhibit 2: Trouble Ticket Test Frequency Distribution**Assessment**

Failure to adhere to established metric standards could result in increased labor costs for CLECs due to longer transaction times. In addition, CLECs' customers may not receive timely repairs, resulting in decreased customer satisfaction.