December 10, 2001

EXCEPTION REPORT #10

KPMG Consulting received late Billing Completion Messages (BCM).

<u>**Issue**</u>

According to metric OR-4-05,[1] Work Completion Notice - % On Time, CLECs should receive 97% of all BCMs by noon of the next business day after Service Order Processor (SOP) completion.[2]

Through December 3, 2001, KPMG Consulting received 1,104 BCMs as part of the production performance test. Of these BCMs, 94.7% met the timeliness standard established by metric OR-4-05, falling below the 97% standard.

Exhibit 1 shows the distribution of BCMs by receipt time. Exhibit 2 provides 59 specific examples of late BCMs.

Exhibit 1: Distribution of Billing Completion Messages

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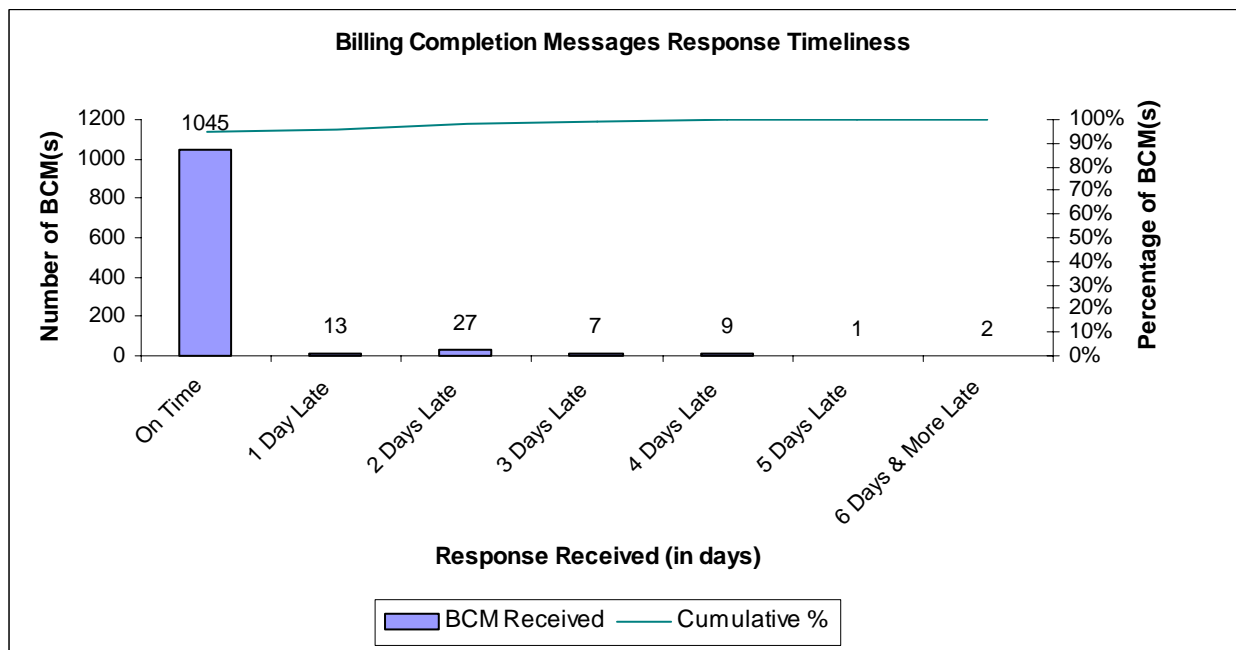
[1] *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports,* dated August 11, 2000.
[2] KPMG Consulting calculates BCM timeliness using the date provided in the Completion Date (CD) field on the BCM response. CD is defined as "the completion date of the service order."

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Exhibit 2: Examples of Late BCMs

Item	Pon *Ver	BCM Completion Date	BCM Received	Exceeded C2C Guidelines by (days)
1	001061VY1X010005*AA	11/26/01	11/27/01 17:58	1
2	001061VY1X010003*AA	11/26/01	11/27/01 17:57	1
3	001061VY1X010004*AA	11/26/01	11/27/01 17:58	1
4	018041VY1X000009*AB	11/27/01	11/28/01 15:43	1
5	074011VY1X000018*AA	11/13/01	11/14/01 14:50	1
6	072041VY1X000004*BA	11/13/01	11/14/01 14:50	1
7	069011VY1X000010*BA	11/13/01	11/14/01 14:49	1
8	072045VY1X010006*AD	11/13/01	11/14/01 14:28	1
9	012041VY1X000011*AA	11/13/01	11/15/01 11:20	1
10	013011VY1X000007*AA	09/11/01	09/12/01 13:01	1
11	012041VY1X010001*AA	08/16/01	08/17/01 14:52	1
12	002071VY1X000005*AE	11/21/01	11/26/01 10:06	1
13	018041VY1X000007*AC	11/21/01	11/26/01 10:43	1
14	001061VY1X000013*AA	11/07/01	11/09/01 16:09	2
15	002041VY1X000011*AA	11/07/01	11/09/01 16:17	2
16	001061VY1X000012*AA	11/07/01	11/09/01 16:06	2
17	002081VY1X000014*AA	11/07/01	11/09/01 16:55	2
18	001052VY1X000013*AA	11/07/01	11/09/01 16:03	2
19	006031VY1X000015*AA	11/07/01	11/09/01 15:15	2
20	002121VY1X000014*AA	11/05/01	11/08/01 09:36	2
21	002121VY1X000013*AA	11/05/01	11/08/01 09:41	2
22	002141VY1X000004*AA	11/05/01	11/07/01 18:24	2
23	002081VY1X000008*AA	11/05/01	11/07/01 18:27	2
24	012041VY1X010004*AA	11/05/01	11/07/01 16:24	2
25	012041VY1X010007*AA	10/31/01	11/02/01 15:27	2
26	006061VY1X000014*AA	11/16/01	11/20/01 10:00	2
27	002041VY1X000012*AA	11/09/01	11/14/01 11:22	2
28	001061VY1X000014*AA	11/09/01	11/14/01 11:24	2
29	022021VY1X000012*AA	11/09/01	11/14/01 11:22	2
30	001052VY1X000014*AA	11/09/01	11/14/01 11:22	2
31	002081VY1X000013*AA	11/09/01	11/14/01 10:07	2
32	002021VY1X000014*AA	11/09/01	11/14/01 11:24	2
33	001052VY1X000012*AA	11/09/01	11/14/01 11:22	2
34	002021VY1X000013*AA	11/09/01	11/14/01 11:24	2
35	002041VY1X000013*AA	11/07/01	11/09/01 16:52	2

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Item	Pon *Ver	BCM Completion Date	BCM Received	Exceeded C2C Guidelines by (days)
36	002121VY1X000012*AA	11/09/01	11/14/01 11:23	2
37	002141VY1X000009*AA	11/09/01	11/14/01 08:47	2
38	006061VY1X000008*AA	11/02/01	11/05/01 15:15	2
39	013041VY1X030001*BA	08/17/01	08/20/01 17:05	2
40	076068VY0X000001*AB	08/17/01	08/20/01 17:08	2
41	022021VY1X000011*AA	11/06/01	11/09/01 17:08	3
42	002041VY1X000014*AA	11/06/01	11/09/01 15:27	3
43	006061VY1X000011*AA	11/06/01	11/09/01 15:10	3
44	002081VY1X000012*AA	11/06/01	11/09/01 15:24	3
45	002081VY1X000011*AA	11/06/01	11/09/01 15:22	3
46	002121VY1X000011*AA	11/06/01	11/09/01 15:46	3
47	018011VY1X000007*AC	11/09/01	11/14/01 16:20	3
48	022021VY1X000010*AA	11/05/01	11/09/01 15:26	4
49	002021VY1X000012*AA	11/05/01	11/09/01 15:21	4
50	002021VY1X000011*AA	11/05/01	11/09/01 15:19	4
51	001052VY1X000011*AA	11/05/01	11/09/01 15:17	4
52	001052VY1X000010*AA	11/05/01	11/09/01 15:16	4
53	002141VY1X000007*AA	11/05/01	11/09/01 16:57	4
54	002041VY1X000010*AA	11/05/01	11/09/01 15:13	4
55	001061VY1X000011*AA	11/05/01	11/09/01 15:11	4
56	007021VY1X000016*AA	11/09/01	11/15/01 12:29	4
57	002141VY1X000006*AA	11/06/01	11/14/01 09:05	5
58	019021VY1X000005*AA	09/14/01	09/25/01 09:47	8
59	010102VY1X010003*AA	08/21/01	09/13/01 10:01	18

Assessment

Late BCMs prevent CLECs from obtaining the information necessary to efficiently process customer service requests on a timely basis.

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