

December 10, 2001

**EXCEPTION REPORT #11**

KPMG Consulting received late Provisioning Completion Messages (PCM).

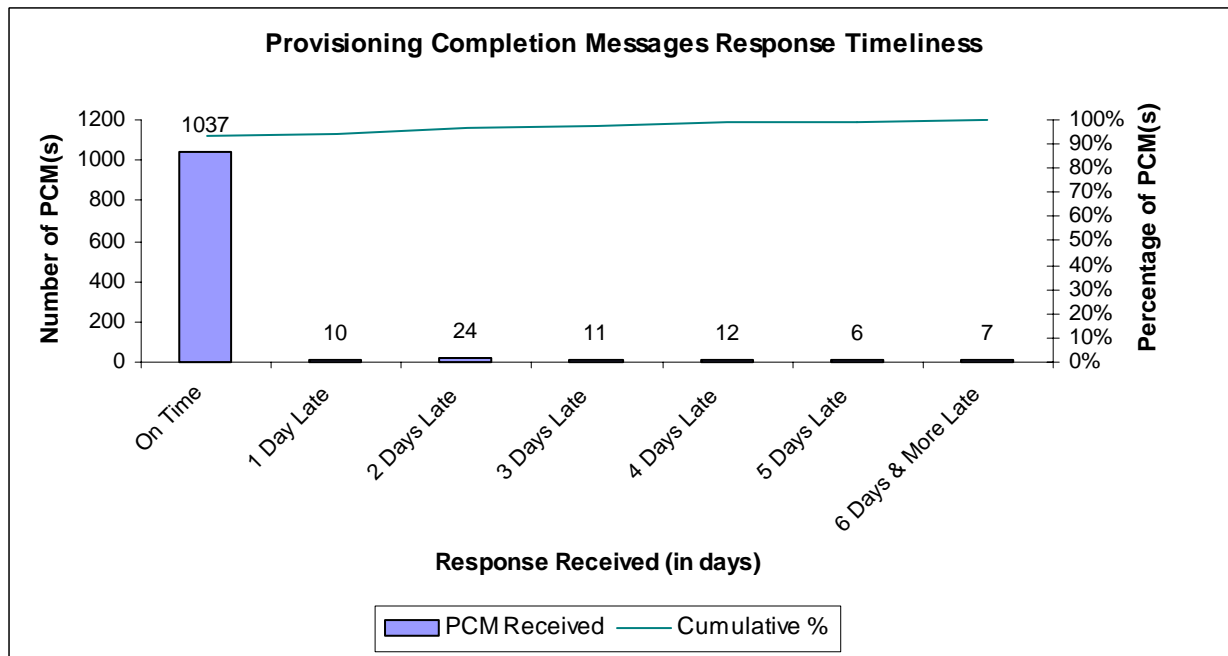
**Issue**

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

Through December 3, 2001, KPMG Consulting received 1,107 PCMs as part of the production performance test. Of these PCMs, 93.7% met the timeliness standard established by metric OR-4-05, falling below the 97% standard.

Exhibit 1 shows the distribution of PCMs by receipt time. Exhibit 2 provides 70 specific examples late PCMs.

**Exhibit 1: Distribution of Provisioning Completion Messages**



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

<sup>2</sup> KPMG Consulting calculates PCM timeliness using the date provided in the Completion Date (CD) field on the PCM response. CD is defined as “the completion date of the service order.”

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**Exhibit 2: Examples of Late PCMs**

Item	Pon *Ver	PCM Completion Date	PCM Received	Exceeded C2C Guidelines by (days)
1	012041VY1X010001*AA	08/16/01	08/17/01 14:52	1
2	012041VY1X000011*AA	11/13/01	11/15/01 11:20	1
3	069011VY1X000010*BA	11/13/01	11/14/01 14:48	1
4	074011VY1X000018*AA	11/13/01	11/14/01 14:50	1
5	072041VY1X000004*BA	11/13/01	11/14/01 14:50	1
6	072045VY1X010006*AD	11/13/01	11/14/01 14:28	1
7	001061VY1X010003*AA	11/26/01	11/27/01 17:57	1
8	001061VY1X010004*AA	11/26/01	11/27/01 17:57	1
9	001061VY1X010005*AA	11/26/01	11/27/01 17:58	1
10	002071VY1X000005*AE	11/21/01	11/26/01 09:39	1
11	001052VY1X000013*AA	11/07/01	11/09/01 16:03	2
12	002041VY1X000011*AA	11/07/01	11/09/01 16:17	2
13	002041VY1X000013*AA	11/07/01	11/09/01 16:52	2
14	002081VY1X000008*AA	11/05/01	11/07/01 18:11	2
15	002081VY1X000014*AA	11/07/01	11/09/01 16:55	2
16	002121VY1X000011*AA	11/05/01	11/07/01 16:52	2
17	006031VY1X000015*AA	11/07/01	11/09/01 14:31	2
18	012041VY1X010004*AA	11/05/01	11/07/01 16:24	2
19	012041VY1X010007*AA	10/31/01	11/02/01 15:27	2
20	018041VY1X000007*AC	11/21/01	11/26/01 10:17	2
21	001061VY1X000012*AA	11/07/01	11/09/01 16:06	2
22	001061VY1X000013*AA	11/07/01	11/09/01 16:09	2
23	001052VY1X000012*AA	11/09/01	11/14/01 11:22	2
24	001052VY1X000014*AA	11/09/01	11/14/01 11:22	2
25	002021VY1X000013*AA	11/09/01	11/14/01 11:24	2
26	002021VY1X000014*AA	11/09/01	11/14/01 11:24	2
27	002041VY1X000012*AA	11/09/01	11/14/01 11:22	2
28	002081VY1X000013*AA	11/09/01	11/14/01 10:07	2
29	002121VY1X000012*AA	11/09/01	11/14/01 11:23	2
30	002141VY1X000009*AA	11/09/01	11/14/01 08:47	2
31	006061VY1X000008*AA	11/02/01	11/05/01 15:15	2
32	006061VY1X000014*AA	11/16/01	11/19/01 14:54	2
33	013041VY1X030001*BA	08/17/01	08/20/01 17:05	2
34	018041VY1X000005*AA	10/26/01	10/30/01 08:11	2

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Item	Pon *Ver	PCM Completion Date	PCM Received	Exceeded C2C Guidelines by (days)
35	002041VY1X000014*AA	11/06/01	11/09/01 14:48	3
36	002081VY1X000011*AA	11/06/01	11/09/01 14:43	3
37	002081VY1X000012*AA	11/06/01	11/09/01 14:44	3
38	006061VY1X000011*AA	11/06/01	11/09/01 14:21	3
39	001061VY1X000014*AA	11/09/01	11/14/01 11:24	3
40	022021VY1X000011*AA	11/06/01	11/09/01 17:08	3
41	022021VY1X000012*AA	11/09/01	11/14/01 11:22	3
42	013021VY1X000010*AA	11/16/01	11/21/01 09:37	3
43	012041VY1X010014*AA	11/16/01	11/20/01 16:03	3
44	018011VY1X000007*AC	11/09/01	11/14/01 16:20	3
45	026011VY1X020002*AB	11/16/01	11/21/01 09:44	3
46	001061VY1X000011*AA	11/05/01	11/09/01 14:26	4
47	001052VY1X000010*AA	11/05/01	11/09/01 14:33	4
48	001052VY1X000011*AA	11/05/01	11/09/01 14:35	4
49	002021VY1X000011*AA	11/05/01	11/09/01 14:38	4
50	002021VY1X000012*AA	11/05/01	11/09/01 14:41	4
51	002041VY1X000010*AA	11/05/01	11/09/01 14:28	4
52	002141VY1X000007*AA	11/05/01	11/09/01 16:57	4
53	022021VY1X000010*AA	11/05/01	11/09/01 14:47	4
54	002121VY1X000013*AA	11/02/01	11/08/01 09:37	4
55	002121VY1X000014*AA	11/02/01	11/08/01 09:35	4
56	007021VY1X000016*AA	11/09/01	11/15/01 12:29	4
57	002071VY1X000002*AB	09/05/01	09/11/01 11:06	4
58	002071VY1X000007*AB	11/19/01	11/28/01 09:53	5
59	002141VY1X000006*AA	11/06/01	11/14/01 09:05	5
60	011041VY1X000005*AA	09/10/01	09/17/01 11:50	5
61	086041VY1X000009*AA	10/31/01	11/07/01 09:57	5
62	076068VY0X000001*AB	08/14/01	08/20/01 17:07	5
63	010081VY0X000026*AB	11/16/01	11/26/01 08:55	5
64	002141VY1X000004*AA	10/31/01	11/07/01 18:22	6
65	013021VY1X000008*AA	11/09/01	11/19/01 11:15	6
66	013021VY1X000009*AA	11/13/01	11/21/01 09:46	6
67	013011VY1X000007*AA	09/04/01	09/12/01 12:59	7
68	012041VY1X010012*AA	11/14/01	11/26/01 09:34	7
69	012041VY1X000013*AA	11/14/01	11/26/01 09:36	7
70	019021VY1X000005*AA	09/14/01	09/25/01 09:47	9

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**Assessment**

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