December 14, 2001

EXCEPTION REPORT #12

KPMG Consulting is unable to replicate certain Operator Services and Databases[1] (OD) metrics results as reported by Verizon in the October 2001 Aggregate Carrier-to-Carrier (C2C) report.

Issue

As part of the PMR3: Metrics Calculation and Reporting Verification and Validation Review, KPMG Consulting attempted to replicate the OD metrics results as reported in the October 2001 Aggregate C2C report. Exhibit 1 identifies individual metrics for which KPMG Consulting discovered discrepancies in OD metrics results in the October 2001 Aggregate C2C report, representing 25% of the eight OD metrics counts.

Exhibit 1: Operator Services and Databases Metrics Counts that Cannot be Replicated

Metric #	Metric	Product	Results	Difference Verizon	KPMG	Finding
OD-1-01	Average Speed of Answer - Operator Services	CLEC	Observations	20772	20641	Verizon incorrectly populated counts on the October 2001 Aggregate C2C report.
OD-1-03	% Calls Answered in 30 Seconds – Operator Services	CLEC	Observations	20772	20641	Verizon incorrectly populated counts on the October 2001 Aggregate C2C report.

Assessment

KPMG Consulting must be able to consistently replicate metrics results in order to verify that the metrics results reported by Verizon in the Aggregate C2C reports are accurate. Without accurate Aggregate C2C reports, CLECs and the Virginia State Corporation Commission are unable to determine whether or not they are receiving the levels of service required by the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports.*

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[1] OD metrics are defined in the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000.

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