

January 22, 2002

## **EXCEPTION #12 DISPOSITION REPORT**

KPMG Consulting observed that Verizon had overstated the observation count of the number of calls made for purposes of calculating metrics results of OD-1-01, Average Speed of Answer – Operator Services, and OD-1-03, % Calls Answered in 30 Seconds – Operator Services, reported in the October 2001 Aggregate Carrier-to-Carrier (C2C) report.

In response to the exception, Verizon stated that the over count had resulted from an inadvertent inclusion of a KPMG Consulting test queue in the metric calculation process.

KPMG Consulting believes that the error is not a systemic problem as it arose from the creation of a KPMG Consulting test queue. In addition, the error rate of 0.6%, which amounted to 131 calls out of a total population of 20,641 calls used in calculating the metrics, does not have a significant impact on the metrics results.

KPMG Consulting does not have additional analysis to conduct and considers this exception closed as of January 22, 2002.