

January 14, 2002

EXCEPTION REPORT #15

KPMG Consulting observed that Verizon did not meet the retail parity performance results for installation quality of high capacity circuits.

Issue

According to metric PR-6-01-3200,¹ % Installation Troubles reported within 30 Days, Verizon's wholesale installation quality for high capacity circuits should be in parity with retail performance.

KPMG Consulting performed an installation quality analysis on 145 wholesale high capacity circuits installed in Virginia between September 2001 and November 2001 and found that 13 circuit installations, or 8.97%, had trouble reports issued within 30 days after provisioning completion. These trouble reports were attributed to issues within the Verizon network. In comparison, between the months of September 2001 and November 2001, Verizon installed 9,135 retail high capacity circuits, 0.78% of which had troubles reported within 30 days after provisioning.

Exhibit 1 details the orders for which KPMG Consulting issued trouble reports attributable to the Verizon network.

Exhibit 1: High Capacity Circuit Installations with Trouble Reports Attributable to the Verizon Network

Item	Circuit ID	Turn-Up Date	Verizon Trouble
1	S48/HCFU/782309/CV	09/20/2001	Mux coded incorrectly
2	S48/HCFU/782567/CV	09/21/2001	Lite-Span cross-connect trouble
3	S48/HCFU/782589/CV	09/26/2001	CO wiring trouble
4	S36/HCFU/862728/CD	10/02/2001	Face patch incorrect
5	S48/HCFU/782512/CV	10/04/2001	K-14 cross-connect incorrect
6	S36/HCFU/864211/CD	10/05/2001	DS1 wired incorrectly at the DSX
7	S52/HCFU/781424/CV	10/09/2001	Replaced smart jack
8	S36/HCFU/864076/CD	10/09/2001	Replaced HTUC-R
9	S36/HCFU/863030/CD	10/15/2001	Looped at DSX bay
10	S36/HCFU/863050/CD	10/15/2001	HTUC looped
11	S36/HCFU/863180/CD	10/15/2001	Pairs transposed
12	S36/HCFU/862909/CD	10/18/2001	Incorrect card option
13	S36/HCFU/863182/CD	10/26/2001	Stolen rpt. slot

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

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

Assessment

A higher trouble rate for newly installed circuits has the potential of putting the CLECs at a competitive disadvantage due to increased cost of providing service.