

February 13, 2002

EXCEPTION REPORT #16

KPMG Consulting is unable to replicate certain Network Performance (NP) metrics results that have been reported by Verizon in the December 2001 Aggregate Carrier-to-Carrier (C2C) reports.

Issue

As part of PMR3: Metrics Calculation and Reporting Verification and Validation Review, KPMG Consulting attempted to replicate the NP metrics results as reported in the December 2001 Aggregate C2C reports. The NP metrics results contained in these reports are based on the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000.

Exhibit 1 identifies the individual metrics for which KPMG Consulting discovered discrepancies in the NP metrics results in the December 2001 Aggregate C2C reports. These discrepancies represent 7.69% of the 26 calculated NP metrics values.

Exhibit 1: Network Performance Metrics Results that Cannot be Replicated

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG Consulting	
NP-5-01	% of Network Outage Notices Sent Within 30 Minutes	Retail	Percentage	79.17	20.83	Verizon incorrectly calculated values on the December 2001 Aggregate C2C report
NP-5-01	% of Network Outage Notices Sent Within 30 Minutes	Resale	Percentage	79.17	20.83	Verizon incorrectly calculated values on the December 2001 Aggregate C2C report.

Assessment

KPMG Consulting must be able to consistently replicate metrics results in order to verify the accuracy of Verizon's Aggregate C2C reports. Without accurate Aggregate C2C reports, the Virginia State Corporation Commission and CLECs 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*.

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