

March 15, 2002

## **EXCEPTION #16 DISPOSITION REPORT**

KPMG Consulting was unable to replicate certain Network Performance (NP) metrics results that had been reported by Verizon in the December 2001 Aggregate Carrier-to-Carrier (C2C) reports. Specifically, KPMG Consulting could not replicate NP-5-01, % of Network Outage Notices Sent Within 30 Minutes, for Retail and Resale.

In response to the exception, Verizon indicated that there was an error in the calculation formula and that they had fixed this with the January data month. Additionally, Verizon stated that the metric was incorrectly calculated for the months of October, November, and December 2001 as incorrect outage notifications were being included in the calculation of the metrics. Verizon indicated that this problem had been corrected for the January 2002 data month and outlined in Change Control #03892.

KPMG Consulting reviewed Change Control #03892, analyzed the raw data for the January 2002 data month, and verified that only the first outage report was being included in the metric calculation and that all outage notifications that should have been excluded were excluded. KPMG Consulting also verified that Verizon was using the correct formula to calculate the metrics values.

KPMG Consulting does not have additional analysis to conduct and considers this exception closed as of March 15, 2002.