VERIZON RESPONSE TO
VA SCC KPMG EXCEPTION

Exception #:   1

Component: **Verizon failed to properly update its Directory Listings database according to properly ordered directory listing changes.**

Domain: POP

Date Uncovered by KPMG: 8/14/01, 11/29/01 (version 2)

Date VERIZON Received: 8/14/01, 11/29/01 (version 2)

Date VERIZON Responded: 8/30/01; 10/05/01(1st Revision), 12/06/01 (Response to Version 2)

KPMG Summary Statement: **Inaccurately provisioned directory listing updates may negatively impact the CLECs' end-user customers as well as the end-users' views of the ordering CLECs.**

VERIZON Response: **Verizon Response: 12-06-01**

- Items 1-5: The errors in the listings were due to manual NMC representative error. Corrective action has been addressed in Verizon's initial response to this exception.

- Items 6 and 7: These listing requests contained "DGN" in the listing name. This was correctly interpreted by the NMC representatives as the qualifier for designation text. The NMC representatives correctly processed these requests as business names followed by designation text.