

VERIZON RESPONSE TO VA SCC KPMG EXCEPTION

Exception #: 2

Component: **KPMG Consulting received late Telephone Number Availability & Reservation (TNA)¹ pre-order responses submitted via the Electronic Data Interface (EDI).**

Domain: Metrics

Date Uncovered by KPMG: 9/13/01

Date VERIZON Received: 9/13/01

Date VERIZON Responded: 9/24/01

KPMG Summary Statement and **Late pre-order responses prevent CLECs from obtaining the information necessary to efficiently process customer service requests on a timely basis.**

VERIZON Response: **9/24/01 Response to Exception**

The existing transaction for Wholesale is a combination of TN Availability and Reservation and Address Validation and cannot be measured separately from Address Validation. The Retail transaction is only TN Availability and Reservation. Therefore, the transactions are not comparable. When the Retail transaction for TN Availability and Reservation and Address Validation are combined, making the transaction comparable to Wholesale, the Retail performance for July '01 is reflected as follows:

- The sum of the Retail average transaction times for PO-1-05-6020 and PO-1-03-6020 (Address Validation -EDI) is 5.41 seconds (1.16 + 4.25 = 5.41). This Retail result compares to the CLEC average transaction time reported for PO-1-05-6020 equal to 6.62. The difference equals 1.21 and is well within the 4-second parity measure.

The Va. Metrics Collaborative has reached consensus to adopt language from NY that allows these transactions to be combined for Retail and is worded as follows: "While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For Verizon retail representatives this is a required two step process requiring two separate transactions". When the VA SCC orders updated Carrier Guidelines, this issue will be resolved.

¹ TNA - Telephone Number Availability & Reservation is formerly known as Telephone Number Selection (TNS).