

**VERIZON RESPONSE TO
VA SCC KPMG EXCEPTION**

Exception #: 4

Component: **KPMG Consulting is unable to replicate certain Operator Services and Databases metrics results as reported by Verizon in the July 2001 Aggregate Carrier-to-Carrier report.**

Domain: Metrics

Date Uncovered by KPMG: 10/25/01

Date VERIZON Received: 10/25/01

Date VERIZON Responded: 10/31/01

KPMG Summary Statement and **KPMG Consulting must be able to consistently replicate metrics results in order to verify that the metrics results reported by Verizon in the Aggregate C2C reports are accurate. Without accurate Aggregate C2C reports, CLECs and the Virginia State Corporation Commission 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.***

VERIZON Response: **10/31/01 Response to Exception**

VERIZON position on exception report.

Exhibit 1

Verizon has reviewed the exhibit 1 discrepancies and has determined that the data reported was taken from an erroneous queue. Verizon agrees with the findings of KPMG.

Verizon has established a process to ensure proper reporting in the future.

Exhibit 2

Verizon disagrees with results relating to the number of Resale Observations. According to KPMG, Verizon has 'incorrectly populated counts on the July 2001 Aggregate C2C Report'. Verizon maintains the correct number of observations is 21767, as reported. The raw data has been provided to KPMG, and Verizon asks that this metric be considered for further review.