

**VERIZON RESPONSE TO
VA SCC KPMG EXCEPTION**

Exception #:	5
Component:	KPMG Consulting observed that orders did not flow through as expected.
Domain:	POP
Date Uncovered by KPMG:	11/19/01
Date VERIZON Received:	11/21/01
Date VERIZON Responded:	11/28/01
KPMG Summary Statement and	Inaccurate flow-through processing impedes a CLEC's ability to anticipate the confirmation of service orders for its customers.
VERIZON Response:	<p><u>11/28/01 Response to Exception</u> KPMG identified 4 order transactions that did not flow through in accordance with Verizon's documentation. Verizon agrees that the PONs did not flow through appropriately due to a backend system edit. For all PONs KPMG identified, Verizon promptly reviewed the orders and sent confirmations.</p> <p>Verizon determined that a system fix is necessary and will be implemented on December 15, 2001.</p>