

VERIZON RESPONSE TO VA SCC KPMG EXCEPTION

Exception #: 5v2

Component: **KPMG Consulting observed that orders did not flow through as expected.**

Domain: POP

Date Uncovered by KPMG: 12/19/01

Date VERIZON Received: 12/19/01

Date VERIZON Responded: 01/07/02

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: **01/07/02 Response to Revised Exception**
KPMG identified 5 additional order transactions that did not flow through in accordance with Verizon's documentation. Verizon agrees that the PONs did not flow through appropriately.

The accounts related to items 5 and 6 on KPMG's revised Exception both experienced account data anomalies, were manually corrected, and promptly sent through the ordering process.

The accounts related to items 7, 8, and 9 on KPMG's revised Exception, did fall to manual processing due to a newly uncovered system condition, which was corrected by a system fix implemented on January 4, 2002.

11/28/01 Response to Exception
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.

Verizon determined that a system fix is necessary and will be implemented on December 15, 2001.