

## **VERIZON RESPONSE TO VA SCC KPMG EXCEPTION**

**Exception #:** 6

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

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

**VERIZON Response:** **11/28/01 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.

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 VZ 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.

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