

VERIZON RESPONSE TO VA SCC KPMG EXCEPTION

Exception #: 08

Component: KPMG Consulting received late Rejected responses for pre-orders submitted via the Electronic Data Interface (EDI) as part of volume performance testing.

Domain: POP

Date Uncovered by KPMG: 12/05/01

Date VERIZON Received: 12/05/01

Date VERIZON Responded: 12/12/01

KPMG Summary Statement: **Delays in receiving pre-order responses prevent CLECs from obtaining the information necessary to efficiently process customer service requests in a timely manner.**

Verizon Response: **12/12/01 Response to Exception**

Verizon's analysis of the pre-order transactions submitted by KPMG Consulting as part of the Volume Performance Tests determined that KPMG Consulting included timeouts in their calculation of the PO-1-07 metric.

The *Virginia Carrier to Carrier Guidelines Performance Standards and Reports* define a rejected query as the following:

A 'Rejected Query' is a query that cannot be processed by Verizon's pre-ordering system due to incomplete or invalid information submitted by the sender, resulting in an error message to the sender.

A timed out transaction is not eligible for the PO-1-07 metric, as this transaction is not rejected for incomplete or invalid information.

Verizon has identified 152 timeouts out of the 1528 Pre-Order rejected transactions noted by KPMG in this Exception. Additionally, Verizon has analyzed the inbound and outbound timestamps of the remaining 1376 rejected Pre-Order transactions. Removal of the timed out transactions brings Verizon's response time to 2.59 seconds, well within the within the 4.25 second PO-1-07 standard noted by KPMG.