

## VERIZON RESPONSE TO VA SCC KPMG EXCEPTION

**Exception #:** 11

**Component:** KPMG Consulting received late Provisioning Completion Messages (PCM).

**Domain:** POP

**Date Uncovered by KPMG:** 12/5/01

**Date VERIZON Received:** 12/5/01

**Date VERIZON Responded:** 12/14/01

**KPMG Summary Statement and** According to metric OR-4-05, Work Completion Notice - % On Time, CLECs should receive 97% of all PCMs by noon of the next business day after Service Order Processor (SOP) completion.

Through December 3, 2001, KPMG Consulting received 1,107 PCMs as part of the production performance test. Of these PCMs, 93.7% met the timeliness standard established by metric OR-4-05, falling below the 97% standard.

**VERIZON Response:** 12/14/01 Response to Exception:

The following is Verizon's response to KPMG Consulting's Exception 11.

**PCMs delayed due to System Condition**

Verizon identified an internal system condition that caused post-completion errors for the following 40 PONs. This was caused by a backend system not correctly processing completion triggers. This condition was detected internally by Verizon and corrected on 11/14/01; the condition was attributed to a 11/3/01 normally scheduled code release. KPMG can validate this cause and associated fix by analyzing results of orders before 11/3/01 and after 11/14/01. By eliminating the 40 orders within this time frame, Verizon exceeded the objective.

Item	PON *Ver	PCM Completion Date	PCM Received	Exceeded C2C Guidelines by (days)
3	069011VY1X000010*BA	11/13/01	11/14/01 14:48	1
4	074011VY1X000018*AA	11/13/01	11/14/01 14:50	1
5	072041VY1X000004*BA	11/13/01	11/14/01 14:50	1
6	072045VY1X010006*AD	11/13/01	11/14/01 14:28	1
11	001052VY1X000013*AA	11/07/01	11/09/01 16:03	2
12	002041VY1X000011*AA	11/07/01	11/09/01 16:17	2

Item	PON *Ver	PCM Completion Date	PCM Received	Exceeded C2C Guidelines by (days)
13	002041VY1X000013*AA	11/07/01	11/09/01 16:52	2
14	002081VY1X000008*AA	11/05/01	11/07/01 18:11	2
15	002081VY1X000014*AA	11/07/01	11/09/01 16:55	2
16	002121VY1X000011*AA	11/05/01	11/07/01 16:52	2
21	001061VY1X000012*AA	11/07/01	11/09/01 16:06	2
22	001061VY1X000013*AA	11/07/01	11/09/01 16:09	2
23	001052VY1X000012*AA	11/09/01	11/14/01 11:22	2
24	001052VY1X000014*AA	11/09/01	11/14/01 11:22	2
25	002021VY1X000013*AA	11/09/01	11/14/01 11:24	2
26	002021VY1X000014*AA	11/09/01	11/14/01 11:24	2
27	002041VY1X000012*AA	11/09/01	11/14/01 11:22	2
28	002081VY1X000013*AA	11/09/01	11/14/01 10:07	2
29	002121VY1X000012*AA	11/09/01	11/14/01 11:23	2
30	002141VY1X000009*AA	11/09/01	11/14/01 08:47	2
35	002041VY1X000014*AA	11/06/01	11/09/01 14:48	3
36	002081VY1X000011*AA	11/06/01	11/09/01 14:43	3
37	002081VY1X000012*AA	11/06/01	11/09/01 14:44	3
38	006061VY1X000011*AA	11/06/01	11/09/01 14:21	3
39	001061VY1X000014*AA	11/09/01	11/14/01 11:24	3
40	022021VY1X000011*AA	11/06/01	11/09/01 17:08	3
41	022021VY1X000012*AA	11/09/01	11/14/01 11:22	3
44	018011VY1X000007*AC	11/09/01	11/14/01 16:20	3
46	001061VY1X000011*AA	11/5/2001	11/9/2001 15:11	4
47	001052VY1X000010*AA	11/05/01	11/09/01 14:33	4
48	001052VY1X000011*AA	11/05/01	11/09/01 14:35	4
49	002021VY1X000011*AA	11/05/01	11/09/01 14:38	4
50	002021VY1X000012*AA	11/05/01	11/09/01 14:41	4
51	002041VY1X000010*AA	11/05/01	11/09/01 14:28	4
52	002141VY1X000007*AA	11/05/01	11/09/01 16:57	4
53	022021VY1X000010*AA	11/05/01	11/09/01 14:47	4
54	002121VY1X000013*AA	11/02/01	11/08/01 09:37	4
55	002121VY1X000014*AA	11/02/01	11/08/01 09:35	4
59	002141VY1X000006*AA	11/06/01	11/14/01 09:05	5
64	002141VY1X000004*AA	10/31/01	11/07/01 18:22	6