

**VERIZON RESPONSE TO
VA SCC KPMG EXCEPTION**

Exception #: 14

Component: **KPMG Consulting observed that Verizon's July, August, September and October 2001 KPMG CLEC Specific Carrier-to-Carrier (C2C) reports did not reflect all Provisioning production transactions.**

Domain: Metrics

Date Uncovered by KPMG: 01/04/02

Date VERIZON Received: 01/04/02

Date VERIZON Responded: 01/10/02

KPMG Summary Statement: Inaccurate CLEC Specific C2C reports impede the ability of CLECs to determine whether or not they are receiving the levels of service mandated in the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000.

Verizon Response: **01/10/02 Response to Exception**

Due to human error, the ZDE designation was inadvertently not populated within the metrics database, therefore, the designation was not included in the KPMG specific Carrier-to-Carrier report. This omission affected only the KPMG specific report and was corrected for the November data month.