

**VERIZON RESPONSE TO
VA SCC KPMG EXCEPTION**

Exception #:	15
Component:	KPMG Consulting observed that Verizon did not meet the retail parity performance results for installation quality of high capacity circuits.
Domain:	M&R
Date Uncovered by KPMG:	01/09/02
Date VERIZON Received:	01/09/02
Date VERIZON Responded:	01/17/02
KPMG Summary Statement:	A higher trouble rate for newly installed circuits has the potential of putting the CLECs at a competitive disadvantage due to increased cost of providing service.
Verizon Response:	Verizon will respond to this exception by close of business on Thursday, January 24, 2002.