

VERIZON RESPONSE TO VA SCC KPMG EXCEPTION

Exception #: 16

Component: KPMG Consulting is unable to replicate certain Network Performance (NP) metrics results that have been reported by Verizon in the December 2001 Aggregate Carrier-to-Carrier (C2C) reports.

Domain: Metrics

Date Uncovered by KPMG: 02/08/02

Date VERIZON Received: 02/08/02

Date VERIZON Responded: 02/26/02

KPMG Summary Statement: KPMG Consulting must be able to consistently replicate metrics results in order to verify the accuracy of Verizon's Aggregate C2C reports. Without accurate Aggregate C2C reports, the Virginia State Corporation Commission and CLECs are unable to determine whether or not they are receiving the levels of service required by the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*.

Verizon Response: **02/26/02 Response to Exception**

For the December data month, a typo in the metric calculation formula resulted in an incorrect number being reported. It has been corrected. In addition, Verizon has determined that the metric was incorrectly calculated for the months of October, November, and December 2001 due to an incorrect application of the process for calculating the metric. Some outage reports other than the initial report were counted in the total volume. Additionally, some outage reports that should have been excluded from the metric were improperly included. Please note, these issues impacted the retail and wholesale results in parallel. Since this metric has a parity standard, these issues did not change whether or not Verizon was providing parity service. Change Control 03892 has been issued to correct the issue for the January 2002 data month.