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March 4, 2002

Mr. Alexander Skirpan
Virginia State Corporation Commission
11th floor
Richmond, Virginia 23218

Dear Mr. Skirpan:

KPMG Consulting is pleased to submit the attached Draft Final Report, Version 1.0, of the Verizon Virginia OSS Evaluation Project. This report contains the results of test activities conducted on behalf of the Virginia State Corporation Commission (Commission).

The Draft Final Report that accompanies this letter is organized around six Operations Support Systems “domains” that include Pre-Order/Ordering, Provisioning, Maintenance and Repair, Billing, Relationship Management and Infrastructure, and Performance Metrics. KPMG Consulting evaluated Verizon Virginia performance across 545 test points. Each test point was evaluated against pre-determined criteria and assigned either a Satisfied, Not Applicable, Not Satisfied or an Inconclusive result. Out of all test points, 538 were Satisfied, three (3) were Not Applicable, two (2) were Not Satisfied, and two (2) were Inconclusive. KPMG Consulting used transaction-driven system testing extensively in the Pre-Order/Ordering, Provisioning, Maintenance and Repair, and the Billing domains.

We enjoyed working with you and the Commission. If there is any further assistance we can provide, please don't hesitate to contact us.

Respectfully yours,

Keith Lukshin
Managing Director
KPMG Consulting