

May 21, 2001

OBSERVATION REPORT #4

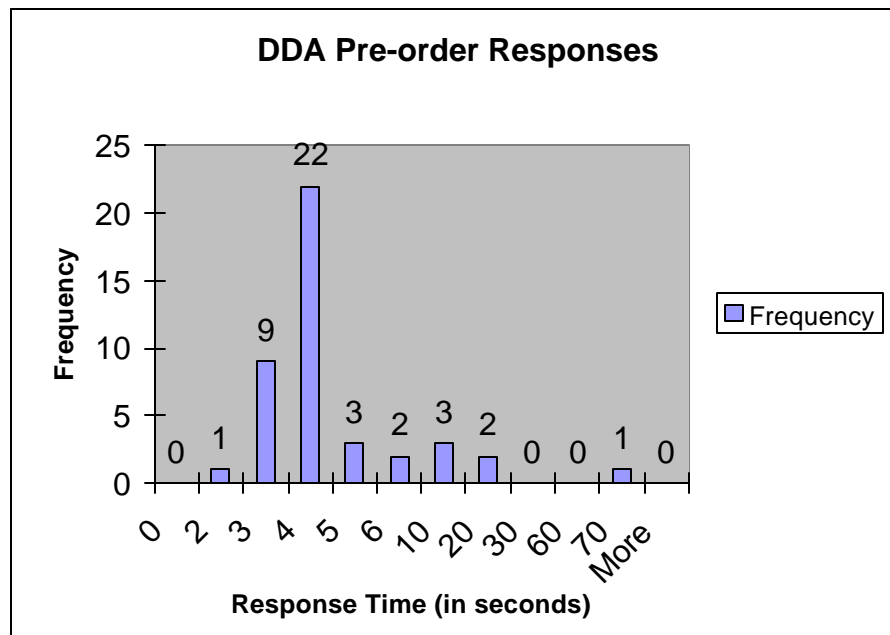
KPMG Consulting received late Due Date Availability (DDA) responses.

Issue

Using the April Virginia Carrier-to-Carrier (C2C) Report, KPMG Consulting compared our DDA timeliness results against the value reported for metric PO-1-02, Average Response Time – Due Date Availability.¹ The April report shows a parity response time of 1.39 seconds for this metric, making the standard 5.39 seconds (parity plus four seconds).

Through May 15, 2001, KPMG Consulting had submitted 40 DDA pre-order EDI transactions and received responses, on average, in 6.35 seconds, exceeding the 5.39 second standard². Exhibit 1 shows the distribution of DDA pre-order responses. Exhibit 2 lists specific examples of requests that exceeded the standard.

Exhibit 1: DDA Pre-order Distribution of Responses



¹ The *Virginia Carrier to Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000, defined EDI DDA timeliness in PO-1-02 as “Parity with BA Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)”

² The difference between the standard of 5.39 seconds and the average response time of 6.35 seconds (with a sample size of 40), may not be statistically significant. However, the response time of eight of the forty DDA pre-orders exceeded the PO-1-02 Standard.

This observation report is for discussion purposes only and is subject to change without notice.

Exhibit 2: Examples of DDA Pre-order Requests that Exceed the PO-1-02 Standard

Item	INQNUM	Response Time (seconds):	Exceeded C2C Guideline by (seconds):
1	020021TE0K000001	6.00	0.61
2	408021TE0K000005	6.00	0.61
3	020051TE0K000001	9.00	3.61
4	020051TE0K000002	9.00	3.61
5	013041TE0K000002	9.00	3.61
6	013051TE0K000003	12.00	6.61
7	072041TE0K000001	12.00	6.61
8	020051TE0K000003	68.00	63.61

Assessment

CLECs require timely pre-order responses to effectively service their customers.