

Issued: May 21, 2001
 Revised: June 14, 2001

OBSERVATION REPORT #4

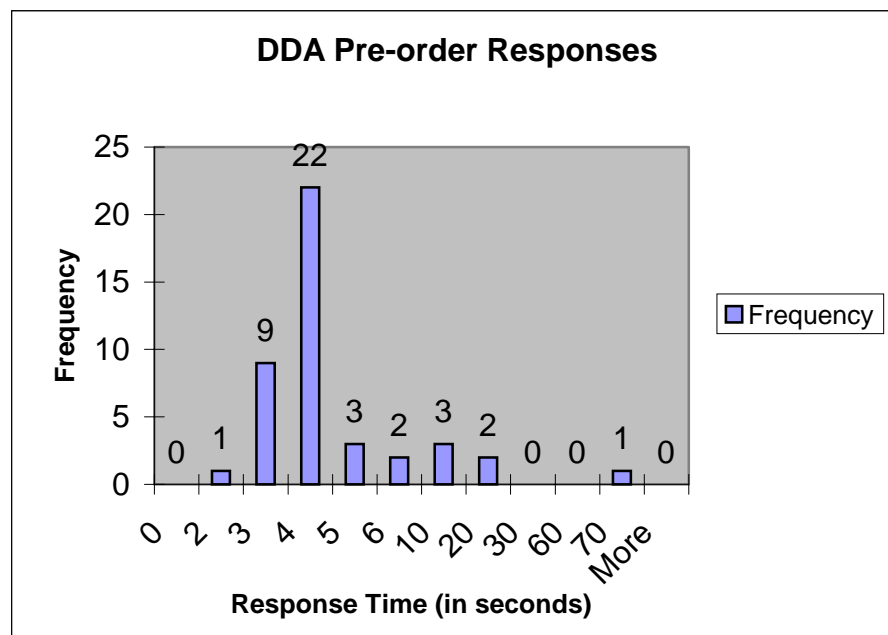
KPMG Consulting received late Due Date Availability (DDA) responses.

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	62.61

Additional Information (as of June 14, 2001)

Exhibit 2 in the May 21, 2001 report contained an error in the column “Exceeded C2C Guideline by” for Item 8. This error has been corrected in the June 14, 2001 version.

Assessment

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