

May 22, 2001

OBSERVATION REPORT #5

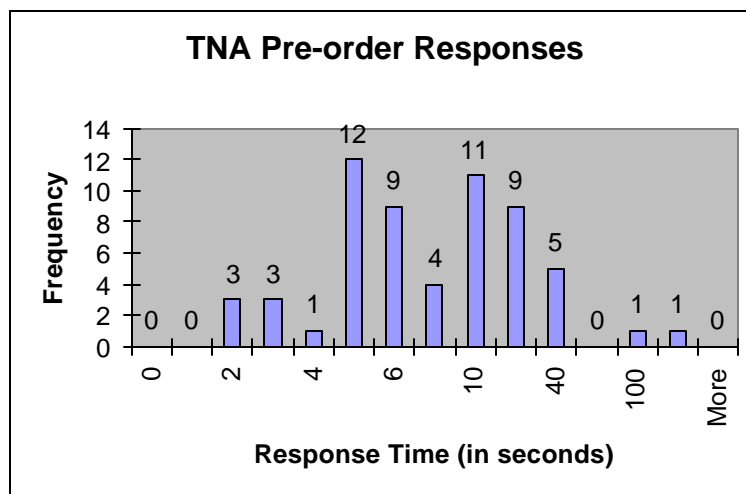
KPMG Consulting received late Telephone Number Availability & Reservation (TNA)¹ pre-order responses.

Issue

Using the April Virginia Carrier-to-Carrier (C2C) Report, KPMG Consulting compared our TNA timeliness results against the value reported for metric PO-1-05, Average Response Time - Telephone Number Availability & Reservation.² The April report shows a parity response time of 1.13 seconds for this metric, making the standard 5.13 seconds (parity plus four seconds).

Through May 22, 2001, KPMG Consulting had submitted 59 TNA pre-order EDI transactions and received responses, on average, in 12.44 seconds, exceeding the 5.13 second standard. Exhibit 1 shows the distribution of responses. Exhibit 2 lists specific examples of requests that did not meet the timeliness standards.

Exhibit 1: Telephone Number Availability & Reservation Pre-order Responses



¹ TNA - Telephone Number Availability & Reservation is formerly known as Telephone Number Selection (TNS).

² The *Virginia Carrier to Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000, defined EDI TNA timeliness in PO-1-05 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.)"

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

Exhibit 2: Examples of late TNA responses.

Item	INQNUM	Response Time (seconds):	Exceeded C2C Guidelines by (seconds):
1	013999TE0A000002	6.00	0.87
2	404021TE0A000005	6.00	0.87
3	012061TE0A000004	6.00	0.87
4	012061TE0A000003	6.00	0.87
5	011101TE0A000004	6.00	0.87
6	011101TE0A000002	6.00	0.87
7	012061TE0A000001	6.00	0.87
8	013051TE0A020001	6.00	0.87
9	013041TE0A010004	6.00	0.87
10	013101TE0A010003	7.00	1.87
11	020999TE0A000001	7.00	1.87
12	012061TE0A010001	7.00	1.87
13	013041TE0A000003	7.00	1.87
14	020051TE0A000001	8.00	2.87
15	404011TE0A000003	8.00	2.87
16	404021TE0A000003	8.00	2.87
17	404021TE0A000004	8.00	2.87
18	013051TE0A000004	8.00	2.87
19	404021TE0A000002	8.00	2.87
20	011031TE0A000004	9.00	3.87
21	404011TE0A000005	9.00	3.87
22	013999TE0A000001	10.00	4.87
23	011031TE0A000002	10.00	4.87
24	404011TE0A000004	10.00	4.87
25	011031TE0A000001	11.00	5.87
26	013041TE0A020001	11.00	5.87
27	020021TE0A000001	12.00	6.87
28	011031TE0A000003	12.00	6.87
29	020051TE0A000002	13.00	7.87
30	404011TE0A000002	13.00	7.87
31	404021TE0A000001	13.00	7.87
32	013051TE0A010003	17.00	11.87
33	404011TE0A000001	18.00	12.87
34	020081TE0A000003	21.00	15.87
35	020051TE0A000003	21.00	15.87
36	011101TE0A000001	24.00	18.87
37	020081TE0A010002	28.00	22.87
38	013041TE0A000002	34.00	28.87
39	020081TE0A000002	53.00	47.87
40	013101TE0A000001	109.00	103.87

Assessment

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