

June 20, 2001

OBSERVATION REPORT #11

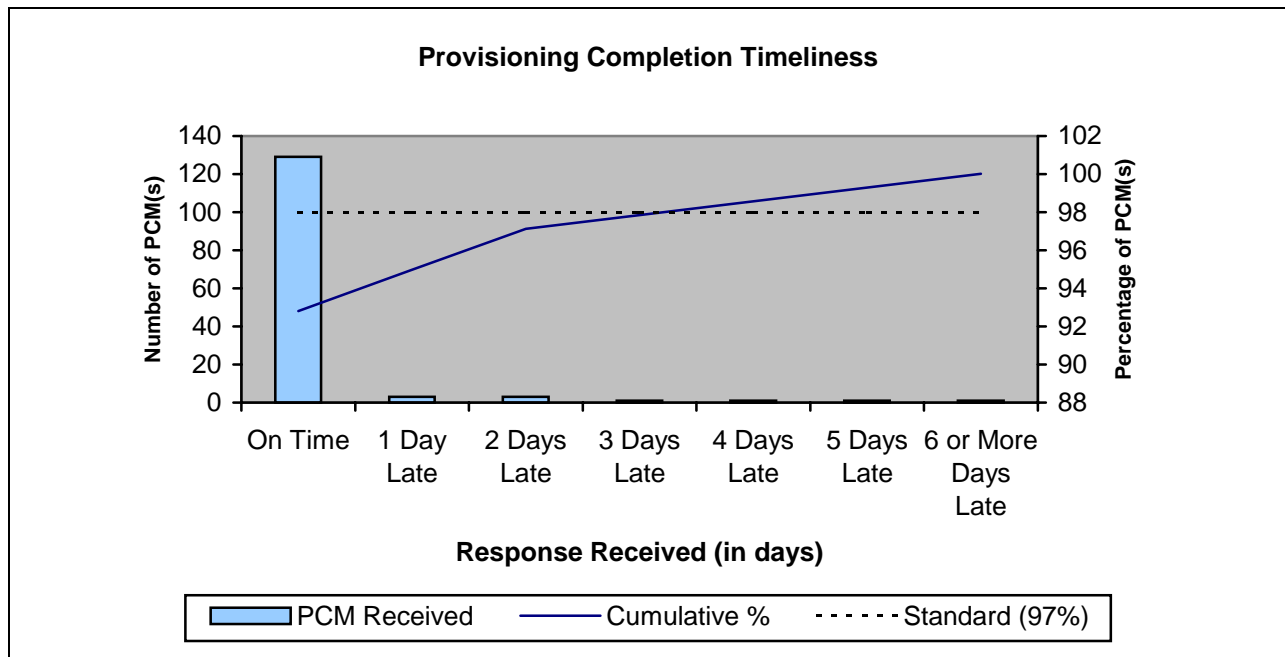
KPMG Consulting received late Provisioning Completion Messages (PCM).

Issue

According to the Provisioning Completion Timeliness metric, OR-4-05¹, CLECs should receive 97% of their completion notices by noon of the next business day, following the actual order completion.

Through June 5, 2001, KPMG Consulting received 139 Provisioning Completion Messages (PCM), of which 93% were received on time. Exhibit 1 depicts the distribution of provisioning completion responses by receipt date and Exhibit 2 lists specific examples of late PCMs.

Exhibit 1: Distribution of Provisioning Completion Responses



¹Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports, dated August 11, 2000.

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

Exhibit 2: Examples of Late Provisioning Completion Messages

PON & VER	PCM Received	PCM Cd ²
100011TE0X000001AG	05/21/01 04:06 PM	05/18/01 12:00 AM
072072TE0X000002AA	05/24/01 07:07 PM	05/23/01 12:00 AM
072072TE0X000001AC	05/24/01 07:08 PM	05/23/01 12:00 AM
072091TE0X010001AA	05/14/01 12:08 PM	05/10/01 12:00 AM
001041TE0X000002AA	05/17/01 09:47 AM	05/14/01 12:00 AM
100021TE0X020002AB	05/15/01 04:27 PM	05/11/01 12:00 AM
100021TE0X020001AD	05/09/01 04:12 PM	05/04/01 12:00 AM
001012TE0X010501AA	05/23/01 11:28 AM	05/16/01 12:00 AM
020021TE0X000001AC	05/23/01 01:47 PM	05/16/01 12:00 AM
011101TE0X000001BA	05/31/01 01:52 PM	05/21/01 12:00 AM

Assessment

Without timely PCMs, CLECs will not know whether their customer orders were successfully provisioned on the confirmed due date.

² PCM Cd is a field on the PCM form that indicates the date when the order was provisioned by Verizon.

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