

July 23, 2001

## OBSERVATION REPORT #22

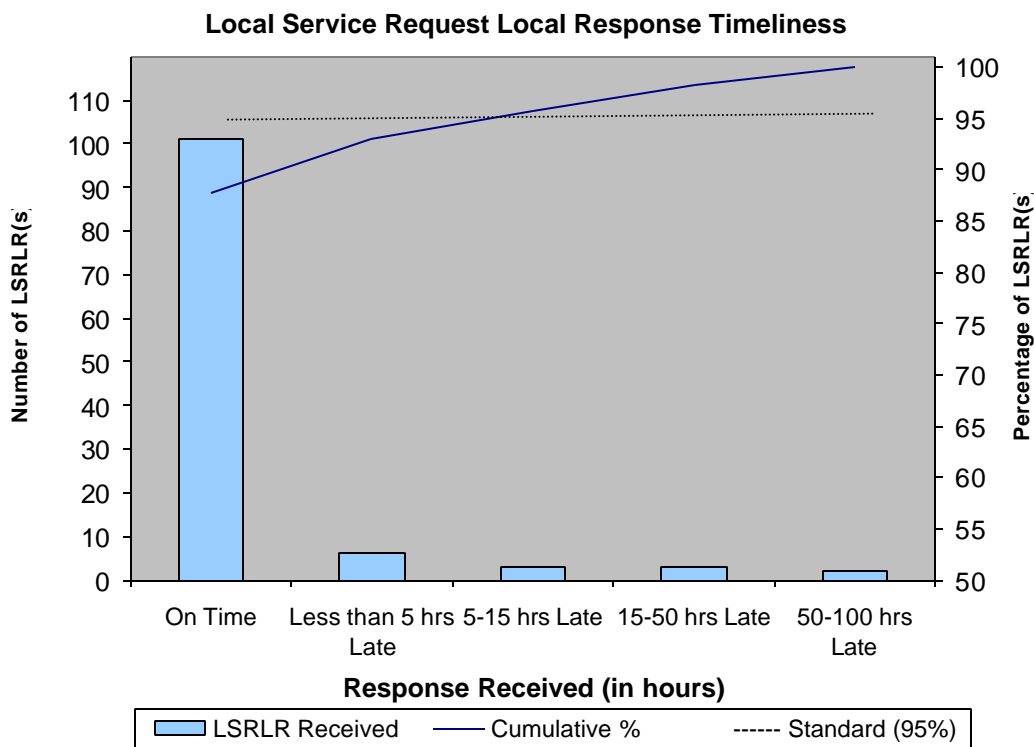
KPMG Consulting received late Local Service Request Local Responses (LSRLRs) on Non-Flow-Through POTS orders with less than six lines.

### Issue

According to the order confirmation timeliness metric (OR-1-04),<sup>1</sup> for all POTS orders with less than six lines, CLECs should receive 95% of LSRLRs within 24 hours of order submission.

As of June 19, 2001, KPMG Consulting received 115 LSRLRs on Non-Flow-Through POTS with 87.8% arriving within 24 hours. Exhibit 1 depicts the distribution of LSRLRs by receipt time and Exhibit 2 provides specific examples of late LSRLRs.

**Exhibit 1: Distribution of Local Service Request Local Responses**



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

## Exhibit 2: Examples of Purchase Order Numbers (PON) that exceed the OR-1-03 Standard

Item	PON & VER	LSR Sent	LSRLR Received	LSRLR Response Time (hours) <sup>2</sup>	Exceeded C2C Guidelines by (hours)
1	006041TE0X000001*BA	05/08/01 18:04:30	05/10/01 14:12:04	44.126	20.126
2	019021TE0X000001*AC	05/09/01 15:12:51	05/11/01 17:58:28	50.760	26.760
3	019021TE0X000002*AA	05/10/01 14:50:18	05/14/01 15:42:41	34.873	10.873
4	006041TE0X000002*BA	05/10/01 17:12:46	05/14/01 14:11:55	30.986	6.986
5	006041TE0X000003*BB	05/11/01 13:13:04	05/15/01 11:05:55	31.881	7.881
6	006041TE0X000004*BA	05/14/01 11:38:33	05/15/01 13:36:52	25.972	1.972
7	013999TE0X010001*AB	05/15/01 12:02:03	05/16/01 16:31:33	28.492	4.492
8	016121TE0X000002*AA	05/16/01 17:17:11	05/22/01 06:18:17	71.018	47.018
9	013041TE0X000004*BA	05/23/01 11:31:59	05/24/01 14:28:08	26.936	2.936
10	080011TE0X000004*AE	05/31/01 13:20:33	06/01/01 13:23:03	24.042	0.042
11	056011TE0X000001*AE	06/04/01 11:01:25	06/05/01 12:32:51	25.524	1.524
12	080011TE0X000003*AD	06/04/01 16:57:17	06/11/01 16:05:01	105.129	81.129
13	079021TE0X000003*AC	06/04/01 18:07:58	06/12/01 18:30:49	130.381	106.381
14	079021TE0X000002*AD	06/12/01 15:45:41	06/13/01 15:55:55	24.171	0.171

### Assessment

Without timely order confirmations, CLECs cannot provide accurate due dates to their customers.

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<sup>2</sup> Service Order Processor (SOP) downtime was considered when calculating response timeliness.