

August 3, 2001

OBSERVATION REPORT #24

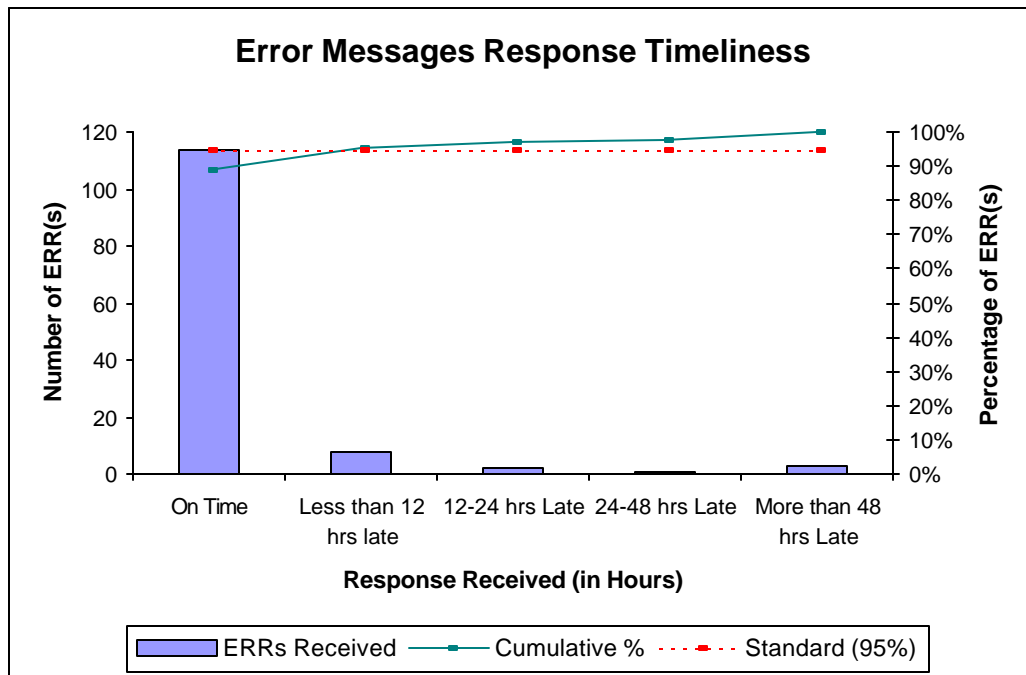
KPMG Consulting received late Error Messages (ERRs) on Non-Flow-Through POTS orders with less than six lines.

Issue

According to the Order Confirmation Timeliness metric (OR-2-04),¹ for all Non-Flow-Through POTS orders with less than six lines, CLECs should receive 95% of ERRs within 24 hours of order submission.

As of July 24, 2001, KPMG Consulting received 128 ERRs on Non-Flow-Through POTS orders with less than six lines, with 89.1% arriving within 24 hours. Exhibit 1 depicts the distribution of ERRs by receipt time and Exhibit 2 provides specific examples of late ERRs.

Exhibit 1: Distribution of Error Messages



¹ Virginia 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 Purchase Order Numbers (PONs) that exceed OR-2-04 Standard

Item	PON & VER	LSR Sent	ERR Received	ERR Response Time (hours) ²	Exceeded C2C Guidelines by (hours)
1	002071TE0X000004 *AB	05/22/01 11:00:21	05/23/01 04:04 PM	29.075	5.075
2	002071TE0X010001 *AA	05/15/01 13:57:26	05/16/01 05:03 PM	27.095	3.095
3	006021TE0X000001 *AA	05/10/01 15:53:00	05/15/01 09:42 AM	51.830	27.83
4	011031TE0X000001 *AA	05/14/01 15:50:00	05/16/01 08:33 AM	40.731	16.731
5	013041TE0X020002 *BA	05/10/01 16:51:23	05/11/01 04:53 PM	24.040	0.040
6	013999TE0X010001 *AA	05/11/01 11:09:01	05/15/01 07:31 AM	30.383	6.383
7	019021TE0X000003 *AA	05/10/01 15:44:03	05/23/01 08:12 AM	180.467	156.467
8	019021TE0X010004 *AA	05/11/01 11:32:21	05/15/01 07:41 AM	30.148	6.148
9	020021TE0X000001 *AA	05/11/01 12:02:03	05/15/01 01:28 PM	35.445	11.445
10	056011TE0X000001 *AB	05/23/01 18:03:13	05/25/01 08:53 AM	38.839	14.839
11	079021TE0X000002 *AC	05/29/01 18:21:27	06/12/01 02:12 PM	207.843	183.843
12	079021TE0X000003 *AB	05/29/01 18:23:45	06/04/01 05:15 PM	80.861	56.861
13	080011TE0X000003 *AC	05/31/01 13:21:35	06/01/01 02:34 PM	25.215	1.215
14	081011TE0X020002 *AA	05/17/01 15:35:36	05/18/01 03:35 PM	24.003	0.003

Assessment

CLECs require timely receipt of error messages in order to serve their customers effectively.

² Service Order Processor (SOP) downtime was considered in calculating response timeliness.

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