

August 3, 2001

OBSERVATION REPORT #25

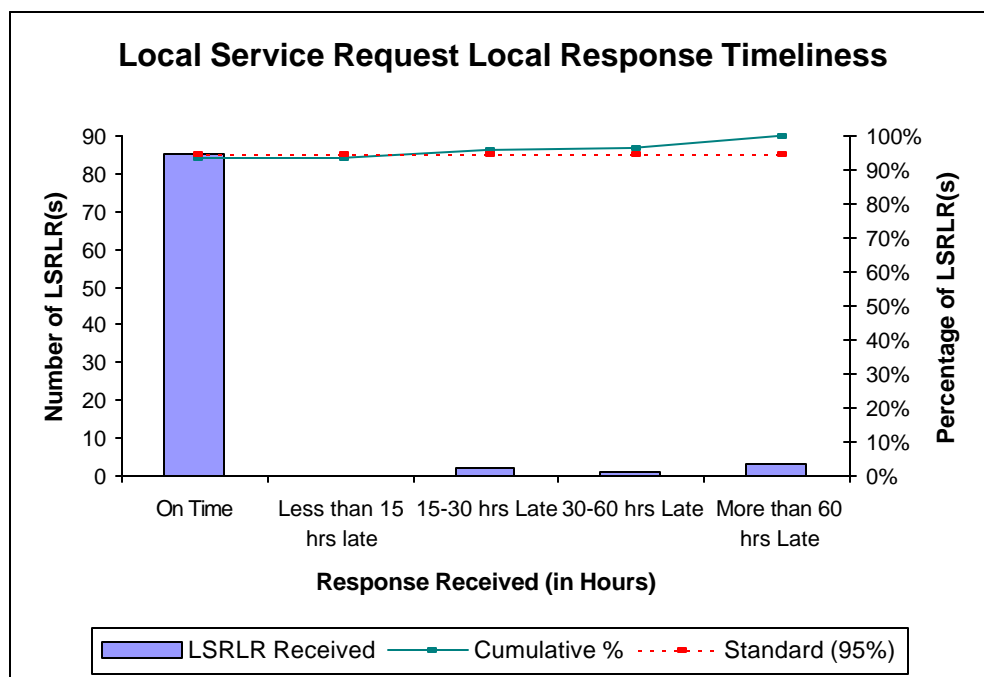
KPMG Consulting received late Local Service Request Local Responses (LSRLRs) on Flow-Through orders.

Issue

According to the Order Confirmation Timeliness metric (OR-1-02),¹ for all flow through orders, CLECs should receive 95% of LSRLRs within 2 hours of order submission.

As of July 24, 2001, KPMG Consulting received 91 LSRLRs on Flow-Through orders with 93.4% arriving within 2 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



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-1-02 Standard

Item	PON & VER	LSR Sent	LSRLR Received	LSC Response Time (hours) ²	Exceeded C2C Guidelines by (hours)
1	006041TE0X000001 *BA	05/08/01 18:04:30	05/10/01 14:12:04	32.133	30.133
2	006041TE0X000002 *BA	05/10/01 17:12:46	05/14/01 14:11:55	66.983	64.983
3	006041TE0X000003 *BB	05/11/01 13:13:04	05/15/01 11:05:55	67.883	65.883
4	006041TE0X000004 *BA	05/14/01 11:38:33	05/15/01 13:36:52	19.967	17.967
5	072041TE0X010002 *BA	05/16/01 14:02:19	05/17/01 13:29:31	17.467	15.467
6	079021TE0X000004 *AC	05/31/01 17:04:40	06/04/01 19:03:00	71.967	69.967

Assessment

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

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

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