

August 13, 2001

OBSERVATION REPORT #26

KPMG Consulting observed inconsistencies between metric standards specified in the Virginia Carrier-to-Carrier Guidelines and those reported in the Verizon May and June 2001 Aggregate Carrier-to-Carrier reports for Virginia.

Issue

The Virginia Carrier-to-Carrier Guidelines of August 11, 2000¹ define the metrics against which Verizon must report their monthly performance. However, KPMG Consulting observed that the Verizon May and June 2001 Carrier-to-Carrier (C2C) reports for Virginia do not follow the guidelines.

Exhibit 1 identifies metrics with standards that are incorrectly stated in the May and June 2001 C2C reports for the state of Virginia.

Exhibit 1: Metrics with Standards Incorrectly Stated

Item	Metric #	Metric	Product	Standard ²	Published on C2C Reports
1	PO-1-04	Average Response Time - Product and Service Availability	EDI	Parity plus <= 4 Seconds	Parity plus <= 10 Seconds
2	PO-1-04	Average Response Time - Product and Service Availability	CORBA	Parity plus <= 4 Seconds	Parity plus <= 10 Seconds
3	PO-1-04	Average Response Time - Product and Service Availability	WEBGUI	Parity plus <= 7 Seconds	Parity plus <= 10 Seconds
4	PO-5-01	Average Notification of Interface Outages	N/A	Not more than 20 minutes	20 minutes
5	OR-4-02	Completion Notice - % On Time	Resale	WFA: 95% within 30 minutes of Order Completion / SOP: 97% by next bus day noon	97% by next business day at noon
6	OR-4-02	Completion Notice - % On Time	UNE	WFA: 95% within 30 minutes of Order Completion / SOP: 97% by next bus day noon	97% by next business day at noon

¹ Found on the website: <http://www.state.va.us/scc/division/puc/ossdocs.htm>.

² The 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.

Assessment

The May and June 2001 Carrier-to-Carrier reports do not appear to be compliant with the Carrier-to-Carrier Guidelines adopted by the Virginia State Corporation Commission.