

Issued: August 13, 2001
 Revised: August 30, 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	Standard²	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 <= 4 Seconds	Parity plus <= 10 Seconds
4	PO-5-01	Average Notification of Interface Outages	N/A	Not more than 20 minutes	20 minutes

Additional Information (as of August 30, 2001)

Items 5 and 6 in Exhibit 1 in the August 13, 2001 report have been removed per Verizon's clarification on August 21, 2001 Observation meeting. In addition, Item 3 contained an error in the column "Standard." This error has been corrected in the August 30, 2001 version.

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.