

August 14, 2001

OBSERVATION REPORT #28

KPMG Consulting observed incomplete metric results in the Verizon Virginia May and June 2001 Aggregate Carrier-to-Carrier (C2C) reports.

Issue

The *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports* of August 11, 2000¹ define the metrics against which Verizon Virginia must report their monthly performance. However, KPMG Consulting observed that Verizon is not reporting all metrics as required by the Virginia State Corporation Commission.

Exhibit 1 identifies individual metrics for which KPMG Consulting found no metric results on the May and June 2001 C2C reports.

Exhibit 1: Metrics without Metric Results for May and June 2001

Item	Metric #	Metric	Product	Reported As
1	OR-4-06	Avg. Duration-Work/Bill Completion (SOP)	Resale	UD – Under Development
2	OR-4-06	Avg. Duration-Work/Bill Completion (SOP)	Retail	UD – Under Development
3	OR-4-06	Avg. Duration-Work/Bill Completion (SOP)	UNE	UD – Under Development
4	OR-4-07	% SOP to Bill Completion \geq 5 Bus. Days	Resale	UD – Under Development
5	OR-4-07	% SOP to Bill Completion \geq 5 Bus. Days	Retail	UD – Under Development
6	OR-4-07	% SOP to Bill Completion \geq 5 Bus. Days	UNE	UD – Under Development
7	OR-4-08	% SOP to Bill Completion $>$ 1 Business Day	Resale	UD – Under Development
8	OR-4-08	% SOP to Bill Completion $>$ 1 Business Day	Retail	UD – Under Development
9	OR-4-08	% SOP to Bill Completion $>$ 1 Business Day	UNE	UD – Under Development

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

This observation report is for discussion purposes only and is subject to change without notice.

Item	Metric #	Metric	Product	Reported As
10	OR-6-03	% Accuracy – LSRC	Resale	UD – Under Development
11	OR-6-03	% Accuracy – LSRC	UNE	UD – Under Development
12	BI-3-01	% Billing Adjustments - Including Charges Adjusted	Retail	UR – Under Review (May report only)
13	BI-3-01	% Billing Adjustments - Including Charges Adjusted	Resale	UR – Under Review (May report only)
14	BI-3-03	% Billing Adjustments - Excluding Charges Adjusted	Retail	UR – Under Review
15	BI-3-03	% Billing Adjustments - Excluding Charges Adjusted	Resale	UR – Under Review
16	OR-8-01	% On-Time - Manual Loop Qualification	OSS	TBD – To Be Determined

Assessment

The May and June 2001 C2C reports did not provide all of the required metric results in order to be compliant with the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports* adopted by the Virginia State Corporation Commission.

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