

October 3, 2001

OBSERVATION REPORT #39

KPMG Consulting observed incomplete metric results in the Verizon July 2001 KPMG CLEC Specific 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 must report its monthly performance. However, KPMG Consulting observed that Verizon is not reporting numerous metrics on the KPMG CLEC Specific C2C reports as required by these Guidelines.

Exhibit 1 identifies individual metrics for which KPMG Consulting was unable to find metric results on the July 2001 KPMG CLEC Specific C2C reports.

Exhibit 1: Metrics without Metric Results for July 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 >= 5 Bus. Days	Resale	UD – Under Development
5	OR-4-07	% SOP to Bill Completion >= 5 Bus. Days	Retail	UD – Under Development
6	OR-4-07	% SOP to Bill Completion >= 5 Bus. Days	UNE	UD – Under Development
7	OR-4-08	% SOP to Bill Completion > 1 Business Day	Resale	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
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
10	BI-3-03	% Billing Adjustments - Excluding Charges Adjusted	Retail	UR – Under Review
11	BI-3-03	% Billing Adjustments - Excluding Charges Adjusted	Resale	UR – Under Review
12	PO-8-01	% On-Time - Manual Loop Qualification	OSS	TBD – To Be Determined

Assessment

The July 2001 KPMG CLEC Specific C2C reports are not in compliance with the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*.

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