

Issued: November 1, 2001
 Revised: November 28, 2001

OBSERVATION REPORT #48

KPMG Consulting is unable to replicate certain Ordering metrics results that should have been reported by Verizon in the May, June, July and August 2001 Aggregate Carrier-to-Carrier reports.

Issue

As part of PMR3: Metrics Calculation and Reporting Verification and Validation Review, KPMG Consulting attempted to replicate the Ordering (OR) metrics results as reported in the May, June, July and August 2001 Aggregate Carrier-to-Carrier (C2C) reports. The OR metrics results contained in these reports are based on the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports* dated August 11, 2000.

Exhibit 1 identifies individual metrics for which KPMG Consulting discovered discrepancies in OR metrics results in the May, June, July and August 2001 Aggregate C2C reports.

Exhibit 1: Ordering Metrics Results that Cannot be Replicated

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG	
May						
OR-2-07	Average LSR Reject Time < 6 Lines (Fax)	UNE	Average	N/A ¹	2589.78	Verizon incorrectly populated values on the May 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Percentage	N/A ¹	77.78%	Verizon incorrectly populated values on the May 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Observations	No Count Reported ²	9	Verizon incorrectly populated counts on the May 2001 Aggregate C2C report.

¹ "N/A" is the result that Verizon reports when there are no values reported for that metric. The metric is being produced but there is no raw data associated with the metric calculation for that month.

² "No Count Reported" indicates that Verizon leaves the result for the observation count blank when there are no observations reported for that metric. The metric is being produced but there is no raw data associated with the metric calculation for that month.

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG	
June						
OR-2-07	Average LSR Reject Time < 6 Lines (Fax)	UNE	Average	N/A ¹	5206.94	Verizon incorrectly populated values on the June 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Percentage	N/A ¹	81.25%	Verizon incorrectly populated values on the June 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Observations	No Count Reported ²	16	Verizon incorrectly populated counts on the June 2001 Aggregate C2C report.
July						
OR-2-07	Average LSR Reject Time < 6 Lines (Fax)	UNE	Average	N/A ¹	1830	Verizon incorrectly populated values on the July 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Percentage	N/A ¹	92.31%	Verizon incorrectly populated values on the July 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Observations	No Count Reported ²	13	Verizon incorrectly populated counts on the July 2001 Aggregate C2C report.
August						
OR-2-07	Average LSR Reject Time < 6 Lines (Fax)	UNE	Average	N/A ¹	16117.95	Verizon incorrectly populated values on the August 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Percentage	N/A ¹	45.00%	Verizon incorrectly populated values on the August 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Observations	No Count Reported ²	20	Verizon incorrectly populated counts on the August 2001 Aggregate C2C report.
September						
OR-2-07	Average LSR Reject Time < 6 Lines (Fax)	UNE	Average	N/A ¹	24951.23	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Percentage	N/A ¹	45.45%	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.

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

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG	
September						
OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	UNE	Observations	No Count Reported ²	22	Verizon incorrectly populated counts on the September 2001 Aggregate C2C report.

Additional Information (as of November 28, 2001)

KPMG Consulting has updated the observation with the addition of the OR metrics results that should have been reported in the September 2001 Aggregate C2C report. The individual metrics for which KPMG Consulting discovered discrepancies in OR metrics results in this report have been added to Exhibit 1 under the heading “September” in the November 28, 2001 version of the observation.

Assessment

KPMG Consulting replicates metrics results in order to verify the accuracy of Verizon’s Aggregate C2C reports. Without accurate Aggregate C2C reports, CLECs and the Virginia State Corporation Commission are unable to determine whether or not they are receiving the levels of service required by the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*.