

November 19, 2001

OBSERVATION REPORT #50

KPMG Consulting received late ISDN Loop Qualification (LQB) responses for pre-orders submitted via the Electronic Data Interface (EDI).

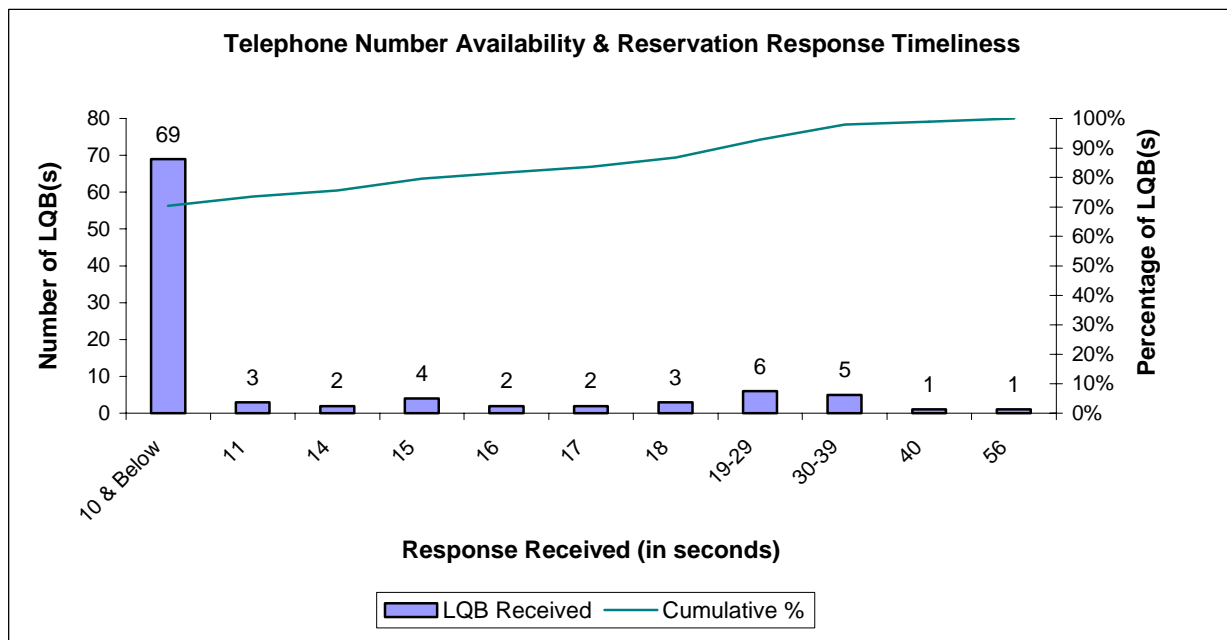
Issue

KPMG Consulting compared our LQB pre-order response timeliness results against the 10 second KPMG Consulting Benchmark for Average Response Time for LQB responses.

Through November 13, 2001, KPMG Consulting submitted 127 LQB pre-order transactions and received 98 valid responses. These responses had an average of 10.62 seconds, exceeding the benchmark of 10 seconds.

Exhibit 1 shows the distribution of responses in seconds. Exhibit 2 provides all 29 late LQB responses.

Exhibit 1: Distribution of LQB Pre-Order Responses



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

Exhibit 2: Examples of Late LQB Pre-Order Responses

Item	INQNUM	Response Time (seconds)	Exceeded KPMG Consulting Benchmark by (seconds)
1	070071VY1J000007	11	1.00
2	072045VY1J000004	11	1.00
3	407021VY1J000019	11	1.00
4	070071VY1J000011	14	4.00
5	072045VY1J000005	14	4.00
6	070071VY1J000013	15	5.00
7	072045VY1J000005	15	5.00
8	407021VY1J000016	15	5.00
9	407021VY1J000036	15	5.00
10	070071VY1J000001	16	6.00
11	072045VY1J000002	16	6.00
12	070071VY1J000004	17	7.00
13	407021VY1J000012	17	7.00
14	072045VY1J000001	18	8.00
15	072045VY1J000003	18	8.00
16	407021VY1J000001	18	8.00
17	074071VY1J040001	19	9.00
18	072045VY1J000006	21	11.00
19	070071VY1J000003	23	13.00
20	070071VY1J000002	24	14.00
21	072045VY1J000007	24	14.00
22	070071VY1J010012	27	17.00
23	072045VY1J000011	31	21.00
24	072045VY1J000008	35	25.00
25	072045VY1J000012	35	25.00
26	072045VY1J000009	36	26.00
27	070071VY1J000010	38	28.00
28	072045VY1J000010	40	30.00
29	407011VY1J000002	56	46.00

Assessment

CLECs require timely pre-order responses in order to effectively service their customers.

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