

November 20, 2001

OBSERVATION REPORT #52

KPMG Consulting is unable to replicate certain Maintenance and Repair (MR) metrics results that have been reported by Verizon in the September 2001 Aggregate Carrier-to-Carrier (C2C) report.

Issue

As part of PMR3: Metrics Calculation and Reporting Verification and Validation Review, KPMG Consulting attempted to replicate the MR metrics results as reported in the September 2001 Aggregate C2C reports. The MR 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 the metric for which KPMG Consulting discovered discrepancies in the MR metrics results in the September 2001 Aggregate C2C report.

Exhibit 1: Maintenance & Repair Metrics Results that Cannot be Replicated

Metric #	Metric	Customer	Results	Difference		Finding
				Verizon	KPMG	
MR-1-06	Average Response Time - Test Trouble (POTS Only)	CLEC	Average	29.95	30.00	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.
MR-1-06	Average Response Time - Test Trouble (POTS Only)	CLEC	Observations	1549	1596	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.
MR-1-06	Average Response Time - Test Trouble (POTS Only)	CLEC/Retail	Difference ¹	15.48	15.43	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.

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*.

¹ The difference value represents the difference between the reported Verizon retail result and the reported wholesale result.