

Issued: November 20, 2001

Revised: December 19, 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 Consulting	
<b>September</b>						
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	Average	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 <sup>1</sup>	15.48	15.43	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.
<b>October</b>						
MR-1-01	Average Response Time - Create Trouble	CLEC	Average	5.48	5.82	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.

<sup>1</sup> The difference value represents the difference between the reported Verizon retail result and the reported wholesale result.

Metric #	Metric	Customer	Results	Difference		Finding
				Verizon	KPMG Consulting	
MR-1-01	Average Response Time - Create Trouble	CLEC	Count	207	189	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-01	Average Response Time - Create Trouble	CLEC/Retail	Difference	1.92	2.26	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-02	Average Response Time - Status Trouble	CLEC	Average	0.43	0.38	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-02	Average Response Time - Status Trouble	CLEC	Count	2	1	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-02	Average Response Time - Status Trouble	CLEC/Retail	Difference	0.41	0.36	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-04	Average Response Time – Request Cancellation of Trouble	CLEC	Average	5.65	5.62	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-04	Average Response Time – Request Cancellation of Trouble	CLEC	Count	11	6	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-04	Average Response Time – Request Cancellation of Trouble	CLEC/Retail	Difference	3.12	3.09	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit)	CLEC	Average	1.73	1.69	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit)	CLEC	Count	115	77	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.

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

Metric #	Metric	Customer	Results	Difference		Finding
				Verizon	KPMG Consulting	
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit)	CLEC/Retail	Difference	-1.11	-1.07	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.

**Additional Information (as of December 19, 2001)**

KPMG Consulting observed discrepancies in the MR metrics results in the October 2001 Aggregate C2C reports, in addition to those originally reported in the November 20, 2001 version of the observation. These discrepancies have been added to Exhibit 1 under the heading “October” in the December 19, 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*.