

November 21, 2001

OBSERVATION REPORT #54

KPMG Consulting received invalid time-out notifications for Directory Listing Request (DLR) pre-order inquiries submitted via the Electronic Data Interface (EDI).

Issue

As defined in the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports*, dated August 11, 2000, pre-order time-outs are set at 330 seconds.

Through November 14, 2001, KPMG Consulting submitted 601 DLRs as part of the Volume Performance Tests. Even though the *Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports* indicate that time-outs are set at 330 seconds, KPMG Consulting received 339 time-out responses¹ in less than 330 seconds.

Exhibit 1 lists examples of DLR pre-order inquiries that received invalid time-out notifications.

Exhibit 1: Examples of DLR Time-Outs Received in Less than 330 Seconds

Item	INQNUM*Ver	Response Time (seconds)	Less than C2C Guidelines by (seconds)
1	405A211Y0G001752*AA	2	328
2	405A213Y0G001732*AA	2	328
3	405A212Y0G001725*AA	2	328
4	405A214Y0G002234*AA	3	327
5	405A214Y0G002233*AA	3	327
6	405A213Y0G001730*AA	5	325
7	405A213Y0G001731*AA	242	88
8	405A211Y0G001748*AA	242	88
9	405A214Y0G001735*AA	242	88
10	405A213Y0G001733*AA	242	88
11	405A211Y0G002202*AA	242	88
12	405A211Y0G002255*AA	242	88
13	405A211Y0G002251*AA	242	88
14	405A212Y0G002225*AA	242	88
15	405A211Y0G002201*AA	242	88
16	405A212Y0G001724*AA	243	87

¹ Time-outs were indicated by the pre-order error code "DLRE0001," which is defined as, "Your request has timed out, please try again later," according to the *Verizon Pre-Order and Trouble Administration Error Messages* document, released in October 2001.

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

Item	INQNUM*Ver	Response Time (seconds)	Less than C2C Guidelines by (seconds)
17	405A211Y0G001749*AA	243	87
18	405A214Y0G001732*AA	243	87
19	405A211Y0G001751*AA	243	87
20	405A211Y0G001750*AA	243	87
21	405A213Y0G001734*AA	243	87
22	405A211Y0G001754*AA	243	87
23	405A211Y0G001755*AA	243	87
24	405A211Y0G001753*AA	243	87
25	405A214Y0G001734*AA	243	87
26	405A214Y0G001733*AA	243	87
27	405A211Y0G001702*AA	243	87
28	405A211Y0G001703*AA	243	87
29	405A214Y0G002235*AA	243	87
30	405A211Y0G002256*AA	243	87
31	405A213Y0G002233*AA	243	87
32	405A211Y0G002253*AA	243	87
33	405A211Y0G002252*AA	243	87
34	405A214Y0G002601*AA	243	87
35	405A213Y0G002601*AA	243	87
36	405A211Y0G001756*AA	244	86
37	405A211Y0G002203*AA	244	86
38	405A213Y0G002234*AA	244	86
39	405A211Y0G002254*AA	244	86
40	405A211Y0G002250*AA	244	86

Assessment

The inability to complete DLR pre-orders may impede a CLEC's ability to provide directory listing services to their customers in a timely manner.