

November 21, 2001

OBSERVATION REPORT #55

KPMG Consulting is unable to replicate certain Provisioning (PR) metrics results that have been reported by Verizon in the July 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 PR metrics results as reported in the July 2001 Aggregate C2C report. The PR 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 PR metrics results in the July 2001 Aggregate C2C report.

Exhibit 1: Provisioning Metrics Results that Cannot be Replicated

| Metric # | Metric | Customer | Results | Difference | | Finding |
|----------|----------------------------------|-------------|--------------------|------------|-------|---|
| | | | | Verizon | KPMG | |
| PR-2-06 | Average Interval Completed – DS0 | Retail | Average | 7.96 | 8.06 | Verizon incorrectly populated values on the July 2001 Aggregate C2C report. |
| PR-2-06 | Average Interval Completed – DS0 | Retail | Observations | 442 | 253 | Verizon incorrectly populated values on the July 2001 Aggregate C2C report. |
| PR-2-06 | Average Interval Completed – DS0 | CLEC/Retail | Standard Deviation | 8.51 | 10.27 | Verizon incorrectly populated values on the July 2001 Aggregate C2C report. |
| PR-2-06 | Average Interval Completed – DS0 | CLEC/Retail | Sampling Error | 3.24 | 3.94 | Verizon incorrectly populated values on the July 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*.

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