

December 3, 2001

OBSERVATION REPORT #59

KPMG Consulting observed that raw data from the Daily Calls Answered logs were transferred inaccurately to the processed data files¹ used by Verizon to calculate PO-3-01, Average Speed of Answering – Ordering, and PO-3-02, % Answered within 20 Seconds – Ordering,² metrics results for June and September 2001.

Issue

As part of PMR4: Metrics Data Filtering and Integrity Verification and Validation Review, KPMG Consulting attempted to trace the June 2001 data contained in those files back to their source, the Daily Calls Answered logs,³ and discovered numerous inaccuracies in the transfer of this data. After performing a similar comparison of the September 2001 data, KPMG Consulting found additional errors.

The errors found in the June 2001 data are detailed in Exhibits 1 – 3. The errors found in the September 2001 data are detailed in Exhibits 4 – 7 below.

Exhibit 1: Discrepancies between the Data for the Number of Calls Offered in the Daily Calls Answered Logs and Verizon's June 2001 Processed Data File

Date	Number of Calls Offered per Processed Data File	Number of Calls Offered per Daily Calls Answered Report
06/06/2001	207	203
06/15/2001	198	197
06/29/2001	213	214

¹ File names are as follows: ACD_CP50_Jun_2001.xls and ACD_CP50_Sept_2001.xls.

² Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports, dated August 11, 2000.

³ These files are generated by Verizon's Pinnacle system, which captures the number of calls offered, number of calls answered, average speed of answer and percentage of calls answered <= 20 seconds.

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

Exhibit 2: Discrepancies between the Data for the Number of Calls Answered in the Daily Calls Answered Logs and Verizon's June 2001 Processed Data File

Date	Number of Calls Answered per Processed Data File	Number of Calls Answered per Daily Calls Answered Report
06/15/2001	195	194
06/29/2001	212	213

Exhibit 3: Discrepancies between the Data for the Percentage of Calls Answered <= 20 Seconds in the Daily Calls Answered Logs and Verizon's June 2001 Processed Data File

Date	Percentage of Calls Answered <= 20 Seconds per Processed Data File	Percentage of Calls Answered <= 20 Seconds per Daily Calls Answered Report
06/01/2001	98%	97%
06/04/2001	97%	96%
06/05/2001	97%	96%
06/06/2001	93%	94%
06/07/2001	93%	89%
06/08/2001	85%	83%
06/11/2001	86%	82%
06/12/2001	89%	86%
06/13/2001	97%	96%
06/14/2001	90%	86%
06/15/2001	92%	91%
06/18/2001	97%	94%
06/20/2001	95%	93%
06/21/2001	98%	96%
06/22/2001	94%	93%
06/25/2001	94%	93%
06/26/2001	95%	94%
06/27/2001	75%	73%
06/28/2001	88%	87%
06/29/2001	98%	97%

Exhibit 4: Discrepancies between the Data for the Number of Calls Offered in the Daily Calls Answered Logs and Verizon's September 2001 Processed Data File

Date	Number of Calls Offered per Processed Data File	Number of Calls Offered per Daily Calls Answered Report
09/10/2001	191	200
09/13/2001	229	219
09/18/2001	185	247

Exhibit 5: Discrepancies between the Data for the Number of Calls Answered in the Daily Calls Answered Logs and Verizon's September 2001 Processed Data File

Date	Number of Calls Answered per Processed Data File	Number of Calls Answered per Daily Calls Answered Report
09/13/2001	225	216
09/18/2001	182	243

Exhibit 6: Discrepancies between the Data for the Average Speed of Answer in the Daily Calls Answered Logs and Verizon's September 2001 Processed Data File

Date	Average Speed of Answer per Processed Data File	Average Speed of Answer per Daily Calls Answered Report
09/11/2001	14	12
09/18/2001	6	7
09/21/2001	6	7
09/27/2001	4	5

Exhibit 7: Discrepancies between the Data for Percentage of Calls Answered <= 20 Seconds in the Daily Calls Answered Logs and Verizon's September 2001 Processed Data File

Date	Percentage of Calls Answered <= 20 Seconds per Processed Data File	Percentage of Calls Answered <= 20 Seconds per Daily Calls Answered Report
09/04/2001	85%	84%

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Date	Percentage of Calls Answered <= 20 Seconds per Processed Data File	Percentage of Calls Answered <= 20 Seconds per Daily Calls Answered Report
09/05/2001	87%	86%
09/06/2001	93%	92%
09/07/2001	93%	92%
09/10/2001	89%	83%
09/11/2001	84%	85%
09/12/2001	86%	84%
09/13/2001	92%	86%
09/14/2001	92%	90%
09/17/2001	93%	92%
09/18/2001	91%	89%
09/19/2001	82%	80%
09/20/2001	89%	91%
09/21/2001	92%	91%
09/24/2001	92%	91%
09/25/2001	93%	91%
09/26/2001	96%	97%
09/27/2001	93%	92%
09/28/2001	93%	92%

Assessment

Errors in the underlying data used to calculate metrics call into question the accuracy of the results reported in Verizon's Carrier-to-Carrier (C2C) reports. Without accurate 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*.