

January 9, 2002

OBSERVATION REPORT #68

KPMG Consulting is unable to replicate certain Ordering (OR) metrics results that have been reported by Verizon in the September and October 2001 Aggregate Carrier-to-Carrier (C2C) reports.

Issue

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

Exhibit 1: Ordering Metrics Results that Cannot be Replicated

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG Consulting	
September						
OR-1-05	Average LSRC Time >= 6 Lines (Electronic – No Flow Through)	UNE	Average	26.6	46.14	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.
OR-1-06	% On Time LSRC >= 6 Lines (Electronic – No Flow Through)	UNE	Percentage	100.00%	75.00%	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.
OR-1-06	% On Time LSRC >= 6 Lines (Electronic – No Flow Through)	UNE	Observations	1	4	Verizon incorrectly populated counts on the September 2001 Aggregate C2C report.
OR-1-09	Average LSRC Time >= 6Lines (Fax)	UNE	Average	N/A ¹	153.88	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.
OR-1-10	% On Time LSRC >= 6 Lines (Fax)	UNE	Percentage	N/A ¹	0.00%	Verizon incorrectly populated values on the September 2001 Aggregate C2C report.

¹ “N/A” is the result that Verizon reports when there are no values reported for that metric. The metric is being produced but there is no raw data associated with the metric calculation for that month.

Metric #	Metric	Product	Results	Difference		Finding
				Verizon	KPMG Consulting	
OR-1-10	% On Time LSRC >= 6 Lines (Fax)	UNE	Observations	No Count Reported ²	1	Verizon incorrectly populated counts on the September 2001 Aggregate C2C report.
October						
OR-1-05	Average LSRC Time >= 6 Lines (Electronic – No Flow Through)	UNE	Average	17.33	13.43	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
OR-1-06	% On Time LSRC >= 6 Lines (Electronic – No Flow Through)	UNE	Observations	2	3	Verizon incorrectly populated counts on the October 2001 Aggregate C2C report.
OR-1-09	Average LSRC Time >= 6Lines (Fax)	UNE	Average	N/A ¹	2.62	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
OR-1-10	% On Time LSRC >= 6 Lines (Fax)	UNE	Percentage	N/A ¹	100.00%	Verizon incorrectly populated values on the October 2001 Aggregate C2C report.
OR-1-10	% On Time LSRC >= 6 Lines (Fax)	UNE	Observations	No Count Reported ²	1	Verizon incorrectly populated counts on the October 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*.

² “No Count Reported” indicates that Verizon leaves the result for the observation count blank when there are no observations reported for that metric. The metric is being produced but there is no raw data associated with the metric calculation for that month.