

February 19, 2002

OBSERVATION REPORT #72

KPMG Consulting is unable to replicate certain Maintenance and Repair (MR) metrics results that have been reported by Verizon in the December 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 MR metrics results as reported in the December 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 December 2001 Aggregate C2C reports.

Exhibit 1: Maintenance and Repair Metrics Results that Cannot be Replicated

Metric #	Metric	Customer	Results	Difference		Finding
				Verizon	KPMG Consulting	
MR-1-06	Average Response Time – Test Trouble (POTS Only)	CLEC	Average	27.66	27.75	Verizon incorrectly populated values on the December 2001 Aggregate C2C report.
			Observation Count	1365	1357	

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*.