

Background

KPMG Consulting, in its role as Test Manager for the Qwest OSS Evaluation, is obligated to produce both Interim and Final Report deliverables, which are intended to provide interested parties with evaluation status and final results, respectively. The scope of KPMG Consulting's responsibilities is described among three discrete documents, the ROC Third Party Test *Master Test Plan (MTP)* [Sections 25.1, 25.2, and 26], the KPMG Consulting Statement of Work [Clarifications Items 4 and 6], and the KPMG Consulting Contract [Articles A.1.4 and B.1].

Objective

This document is KPMG Consulting's process for the production and delivery of Interim Status and Final Reports. It defines the schedule, intervals, and the responsibilities of various parties for each aspect of interim and final reporting.

Report Types

In order to fulfill its obligations for formally reporting evaluation results, KPMG Consulting will produce three distinct types of reports, which are described as follows:

- **Interim Status Reports** – Interim Status Reports will be produced and delivered according to a pre-determined, fixed schedule for pre-identified collections of tests. Specifically, KPMG Consulting will produce and deliver Interim Status Reports to the ROC TAG on Thursday, August 9, 2001, for Qwest OSS Evaluation Tests 12, 13, 14, and 16 (Phase 1), and on Wednesday, September 12, 2001 for Tests 19 and 20 (Phase 2). These Interim Status Reports are intended to provide interested parties with a point-in-time "snapshot" view into: 1) test objectives; 2) test activities executed; 3) interim results, where known; and 4) planned additional test activities. The cut-off dates for reported activities and results that will be included in the Interim Status Reports are July 31, 2001 and August 31, 2001, respectively.

In these documents, KPMG Consulting will include an executive summary that will provide a high-level view of the status of all Qwest OSS Evaluation tests, by domain. This section will be intended to provide information on test progress relative to planned schedule, as well as on Exceptions and Observations that have been issued and closed.

Following submission of our reports, KPMG Consulting will welcome clarifying questions from members of the ROC TAG. For the Phase 1 report, questions should be submitted to KPMG Consulting via email¹ by close of business on August 24, 2001. For the Phase 2 report, questions should be submitted by close of business on September 21, 2001. KPMG Consulting will evaluate the nature and quantity of questions received and provide responses using an appropriate medium, either in writing or via conference call.

- **Discrete Test Reports** – Discrete Test Reports will be produced and delivered to the ROC TAG, according to a rolling schedule, as individual tests conclude². That is, KPMG Consulting will prepare a stand-alone Discrete Test Report for each completed evaluation at the time when all testing activities for a particular test are completed, and

¹ Email Carrie Thielemann (cthielemann@kpmg.com) and copy Joe Dellatorre (jdellatorre@kpmg.com) with questions for clarification.

² Planned conclusion dates for tests involving Discrete Reports are communicated in the Qwest OSS Evaluation Integrated Work Plan (IWP).

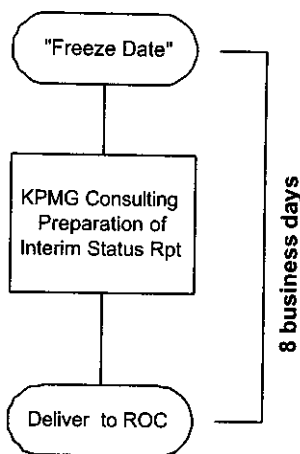
results are known³. A Discrete Test Report will be produced in the general format and style of a 'typical' KPMG Consulting Final Report, such as those that have been produced and made publicly available following KPMG Consulting OSS evaluations in other jurisdictions (examples: Bell Atlantic – New York, Verizon – Pennsylvania, BellSouth – Georgia). A Discrete Test Report will not be prepared for tests that have end dates within 30 days of the conclusion of all Qwest OSS Evaluation test activities. Rather, a report on such a test would be included in the engagement's Final Report, described below. All Discrete Reports are subject to review, retesting, and revision in the Final Report, if material facts change between the date of the issuance of the Discrete Report, and the date of the Final Report.

- **KPMG Consulting Final Report** – A KPMG Consulting Final Report will be produced and delivered to the ROC TAG at the conclusion of all test activities associated with the Qwest OSS Evaluation. It will be produced in the general format and style of a 'typical' KPMG Consulting Final Report, such as those that have been produced and made publicly available following KPMG Consulting OSS evaluations in other jurisdictions. The Final Report will consist of the integration of previously-delivered Discrete Test Reports, and additional Test Reports for tests that have not previously concluded and, therefore, have not yet been produced. The Final Report will also include sections for test results summaries, overview material, and distribution and document control information.

Processes

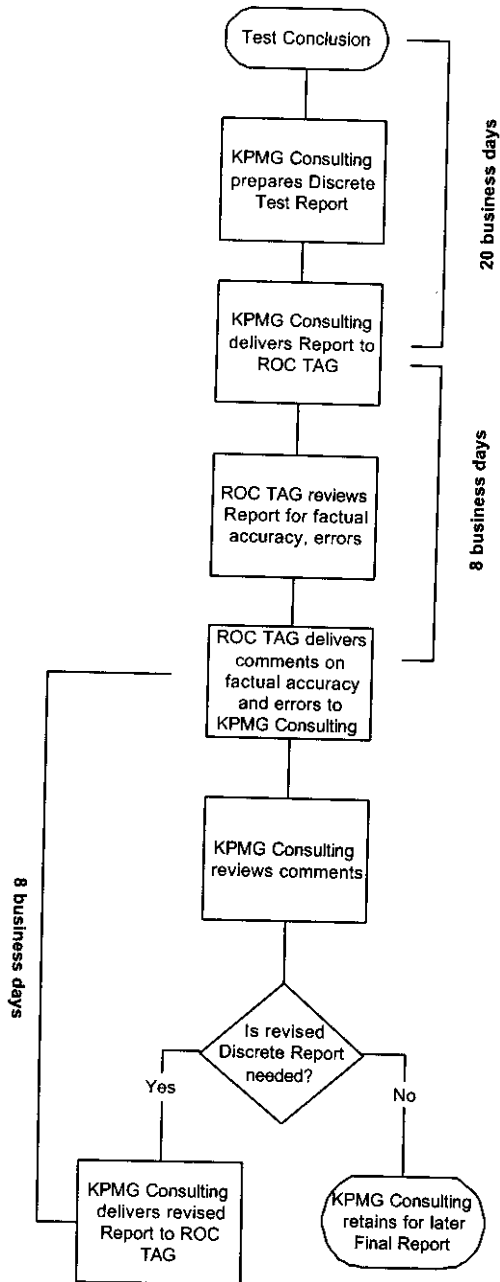
To accommodate KPMG Consulting's three report types, three distinct process flows for distribution and review are proposed. Each is depicted below, on the following pages.

Process Flow – Interim Status Reports

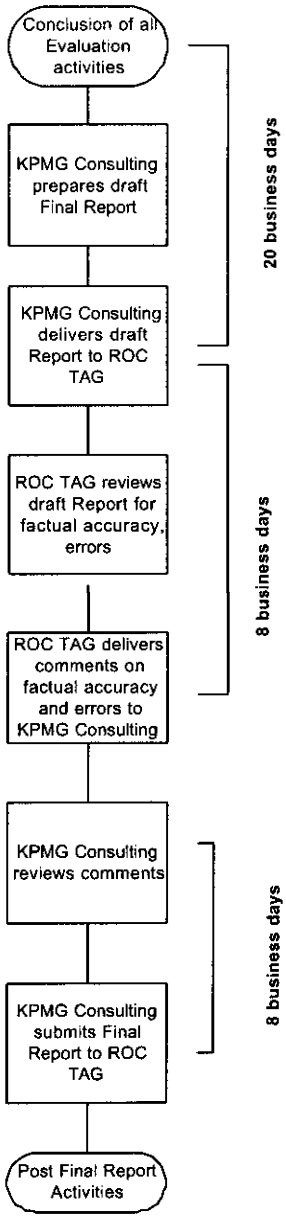


³ The conclusion of a test is defined to include 1) all initially planned test execution activities, as described in the ROC MTP; 2) re-testing activities that may be required following initial testing; 3) closure of all Observations and Exceptions associated with the discrete evaluation; and 4) known results, such that a Satisfied or Not Satisfied can be assigned for all evaluation criteria associated with the test.

Process Flow – Discrete Test Report



Process Flow – Final Report



Review for Factual Accuracy, Errors, and Clarifying Questions

KPMG Consulting desires to produce quality deliverables that are at all times accurate. With this in mind, both the Discrete Test Report, and Final Report process flows, depicted above, include an opportunity for the ROC TAG to review each of these respective reports for factual accuracy, errors, and clarifying questions. This important step affords these parties the opportunity to examine the KPMG Consulting work product, and provide objective feedback and comments on any component described or reported on therein that is not technically correct, or about which further clarification may be warranted in a revised version.

As an example, as part of a specific process evaluation, KPMG Consulting, in its Discrete Test Report, might describe the Qwest business process flow for the test target in question as we understand it to operate. The review process allows the ROC TAG to request a correction to a KPMG Consulting-described business process that is not technically accurate. KPMG Consulting would, in turn, revise its report to more correctly capture the actual business process.

This review is not intended to solicit comments of a subjective nature.

Aging of Discrete Reports/Re-opening of an Evaluation

As described earlier, KPMG Consulting will produce Discrete Test Reports, on a rolling basis, at the conclusion of an individual test. This methodology allows interested parties to obtain discrete test results as they are available, rather than waiting until all tests conclude. This does, however, introduce the possibility of some "aging" of test reports. That is, it is possible for KPMG Consulting to produce a Discrete Test Report in advance of the Final Report, such that the information included therein is no longer current at the time the larger document is produced.

To mitigate this situation from impacting end-of-overall evaluation conclusions and results, KPMG Consulting will institute the following measures to ensure that results are nominally current:

- Any evaluation for which a Discrete Test Report is produced in advance of the Final Report will be subject to a formal review of currency 90 days following its publication. KPMG Consulting will formally examine the content of such a report and, if necessary, re-open the individual evaluation to re-test components for which currency is in question.
- Any evaluation for which a Discrete Test Report is produced in advance of the Final Report, for which the test target is significantly impacted by changes to Qwest's OSS and/or supporting processes, is subject to re-opening. In a case where, for example, a specific test has concluded, and for which a Discrete Test Report was produced and delivered, a significant change in OSS or processes (test target) would trigger a re-opening of the evaluation to ensure that the new component, system, or process would not alter the assigned result for affected evaluation criteria.

Document Structure

KPMG Consulting's Final Report will consist of a series of Discrete Test Reports, some of which will include a chapter from both KPMG Consulting and Hewlett-Packard Consulting (HPC). These will be interleaved to produce the end result. For example, Test 12 will include two chapters, one from KPMG Consulting, and one from HPC.

KPMG Consulting will provide HPC with a document template consistent with the overall Final Report. HPC will be responsible for the content, construction, quality review, and delivery of its chapters. KPMG Consulting will be responsible for the assembly of the Final Report from the interleaving chapters. Each vendor is responsible for the quality assurance of its respective chapters. KPMG Consulting will work with HPC on the timelines of each report where both companies are involved.