

DISCLAIMER

This electronic version of an SCC order is for informational purposes only and is not an official document of the Commission. An official copy may be obtained from the [Clerk of the Commission, Document Control Center](#).

COMMONWEALTH OF VIRGINIA, ex rel.

STATE CORPORATION COMMISSION

CASE NO. PUC000035

**Ex Parte: In the matter of third-party
testing of Operation Support Systems
for Bell Atlantic-Virginia, Inc.**

**Project Leader Ruling Seeking Comments On
Verizon's Request Regarding Metric OR-10**

March 5, 2001

On February 17, 2000, the Commission established this proceeding to conduct third-party testing of the operation support systems ("OSS") for Bell Atlantic-Virginia, Inc., now Verizon-Virginia, Inc. ("Verizon"). Pursuant to the Commission's directives, on May 31, 2000, the Project Leader adopted a Master Test Plan. The Project Leader revised the Master Test Plan on November 28, 2000.

On February 16, 2001, Verizon requested elimination of Metric OR-10 Lost Order Trouble Tickets because of the difficulty in reporting this metric. According to Verizon:

OR-10 relies on trouble tickets with a lost order status as the source of non-conformance. Unfortunately, this reliance makes the metric both unreliable and highly difficult to compute.

Therefore, this ruling seeks comments from interested persons concerning Verizon's requested modification. This ruling will be mailed and e-mailed to all persons that have indicated an interest in participating in Case No. PUC000035. The names of these persons and their e-mail addresses are included on the attached service list. For those persons who wish to review Verizon's request and have not expressed an interest in participating in this case, a copy of this ruling and Verizon's request is available on the Commission's website at www.state.va.us/scc/division/puc/oss.htm. Copies may also be obtained directly from the Commission's Project Leader, Alexander Skirpan (804-371-9082). Accordingly,

IT IS DIRECTED that interested persons may file any comments on Verizon's request to eliminate Metric OR-10 with the Clerk of the Commission in writing, in an original and one copy, within fifteen days from the date hereof. The mailing address to which any such filing must be sent is Document Control Center, P.O. Box 2118, Richmond, Virginia 23218. Interested persons also may file an electronic copy of their comments with the Commission's Project Leader, via e-mail, at askirpan@scc.state.va.us. Any interested person filing comments shall

attach a certificate to the foot of such document certifying that copies have been mailed, delivered, or sent via e-mail to all other interested persons listed below.

Alexander F. Skirpan, Jr.
Hearing Examiner/Project Leader

Document Control Center is requested to mail or deliver a copy of this Ruling on March 5, 2001, to each of the following:

Darrell Mennenga ALLTELL Communications, Inc. One Allied Dr., P.O. Box 2177, Little Rock, AR 72202 darrell.l.mennenga@alltel.com	Mark Keffer AT&T 3033 Chain Bridge Rd Oakton, VA 22185 mkeffer@att.com
Bob Kirchberger AT&T 295 North Maple Ave. Basking Ridge, NJ 07920 kirchberger@att.com	Jim Maloney AT&T 3033 Chain Bridge Rd Oakton, VA 22185 jimmaloney@att.com
Wilma McCarey AT&T 3033 Chain Bridge Rd Oakton, VA 22185 wmccarey@att.com	Ivars V. Mellups AT&T 3033 Chain Bridge Rd Oakton, VA 22185 mellups@att.com
Chris Nurse AT&T 3033 Chain Bridge Rd Oakton, VA 22185 chrisnurse@att.com	Rich Schollmann AT&T 1001 East Broad St., Suite 430 Richmond, VA 23219 rschollmann@att.com
Martin W. Clift, Jr. Cavalier Telephone, LLC 2134 N. Laburnum Ave. Richmond, VA 23227 mclift@cavtel.com	Stephen T. Perkins Cavalier Telephone, LLC 2134 N. Laburnum Ave. Richmond, VA 23227 sperkins@cavtel.com
Robert M. Gillespie Christian & Barton, LLP 909 E. Main St., Suite 1200 Richmond, VA 23219 rgillespie@cblaw.com	Jill Butler Cox Virginia Telcom, Inc. 4585 Village Avenue Norfolk, VA 23502 jill.butler@cox.com

Melanie Hartunian HarvardNet-Virginia, Inc. 500 Rutherford Ave. Boston, MA 02129 melanie@harvardnet.com	James P. Guy II LeClair Ryan 4201 Dominion Blvd, Suite 200 Glen Allen, VA 23060 jguy@leclairryan.com
Eric M. Page LeClair Ryan 4201 Dominion Blvd, Suite 200 Glen Allen, VA 23060 epage@leclairryan.com	Tray Adams Mays & Valentine, L.L.P. 1111 E. Main St. Richmond, VA 23219 tadams@maysval.com
John Williams Picus Communications LLC 2877 Guardian Lane, Suite 301 Virginia Beach, VA 23452 john@picus.com	Sherry Lichtenberg MCI Worldcom 701 So. 12 th St. Arlington, VA 22202 sherry.lichtenberg@wcom.com
Vishwa Bhargava Link MCI Worldcom 1133 19 th St. NW Washington, DC 20036 vishwa.link@wcom.com	Patty Kwapniewski MCI Worldcom 4795 Meadow Wood Lane Chantilly, VA 20151 Patty.Kwapnieski@wcom.com
Ned Feldman Network Access Solutions Corp. 100 Carpenter Drive Sterling, VA 20164 nfeldman@nas-corp.com	Roger Poole Network Access Solutions Corp. 100 Carpenter Drive Sterling, VA 20164 rpoole@nas-corp.com
Raymond L. Doggett, Jr. Virginia Attorney General's Office 900 East Main Street Richmond, VA 23219 rdoggett@oag.state.va.us	Afsaneh Azar Picus Communications LLC 2877 Guardian Lane, Suite 301 Virginia Beach, VA 23452 aazar@picus.com
Rodney L. Joyce Shook, Hardy & Bacon, LLP 600 14 th St., Suite 800 Washington, DC 20005 rjoyce@shb.com	Nancy A. Clay Sprint 1201 Walnut Bottom Road Carlisle, PA 17013 nancy.a.clay@mail.sprint.com
Laura Sykora Sprint 14111 Capital Blvd Wake Forest, NC 27587 laura.sykora@mail.sprint.com	Jim A. Lenihan Sprint NIS 9225 Indian Creek Parkway Overland Park, KS 66210 jim.a.lenihan@mail.sprint.com
Robin Cohn Swidler Berlin Shereff Friedman, LLP Suite 300, 3000 K Street, NW Washington, DC 20007 RFCohn@swidlaw.com	Andrew O Isar Telecommunications Resellers Association 3220 Uddenberg Lane, Suite 4 Gig Harbor, WA 98335 aisar@harbor-group.com

<p>Debra Kriete Rhoads & Sinon LLP One South Market Square Harrisburg, PA 17101 dkriete@rhoads-sinon.com</p>	<p>Steve Goodman NTELOS 401 Spring Lane, Suite 300 Waynesboro VA 22980 goodmans@ntelos.com</p>
<p>Steven Cronemyer Bell Atlantic-Virginia, Inc. 600 E. Main St., 11th Floor Richmond, VA 23219 steven.j.cronemeyer@verizon.com</p>	<p>John W. Knapp, Jr. Bell Atlantic-Virginia, Inc. 600 E. Main St., 11th Floor Richmond, VA 23219 john.w.knapp.jr@verizon.com</p>
<p>Jon Tempas Bell Atlantic 1095 Ave. of the Americas, 26th Floor New York, NY 10036 jon.m.tempas@verizon.com</p>	<p>Donald G. Owens Mays & Valentine, L.L.P. 1111 E. Main St. Richmond, VA 23219 dowens@maysval.com</p>
<p>Katrina Fisher MCI WorldCom, Inc. 4795 Meadow Wood Lane Chantilly, VA 20151 katrina.fisher@wcom.com</p>	<p>Karen Zacharia Bell Atlantic, Inc. 1320 North Courthouse Rd. Arlington, VA 22201 KAREN.ZACHARIA@verizon.com</p>
<p>Lydia R. Pulley Verison-Virginia, Inc. 600 East Main St., 11th Floor Richmond, VA 23219 lydia.r.pulley@verizon.com</p>	<p>Matthew B. Kirsner Mays & Valentine, L.L.P. 1111 E. Main St. Richmond, VA 23219 mkirsner@maysval.com</p>
<p>Don Sussman Network Access Solutions 13650 Dulles Technology Drive Herndon, VA 20171 dsussman@nas-corp.com</p>	<p>Valerie Evans Covad Communications 600 14th St. NW, Suite 750 Washington, DC 20005 verans@covad.com</p>
<p>Tony Petrilla Covad Communications 600 14th St. NW, Suite 750 Washington, DC 20005 apetrilla@covad.com</p>	<p>Prince Jenkins Intermedia Communications, Inc. 3625 Queen Palm Dr. Tampa, FL 33619 PJenkins@intermedia.com</p>
<p>Kelly Faul Intermedia Communications, Inc. 3625 Queen Palm Dr. Tampa, FL 33619 KFaul@intermedia.com</p>	<p>Cherie R. Kiser Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C. 701 Pennsylvania Avenue, N.W., 9th Floor Washington, DC 20004 crkiser@mintz.com</p>

<p>Michael Pryor Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C. 701 Pennsylvania Avenue, N.W., 9th Floor Washington, DC 20004 mpryor@mintz.com</p>	<p>John Lynch Telecommunications Task Force Antitrust Division U. S. Dept. of Justice 1401 H Street, NW, Ste. 8000 Washington, DC 20530 john.lynch@usdoj.gov</p>
<p>Mike Clancy Covad Communications 600 14th St. NW, Suite 750 Washington, DC 20005 mclancy@covad.com</p>	<p>Mandy S. Jenkins ALLTEL Communications Service Corp. One Allied Drive, B4F4N Little Rock, AR 72202 mandy.s.jenkins@alltel.com</p>
<p>Meghan Henning Covad Communications 600 14th St. NW, Suite 750 Washington, DC 20005 mhenning@covad.com</p>	<p>Bogdan Szafrancik Covad Communications 600 14th St. NW, Suite 750 Washington, DC 20005 bszafran@covad.com</p>
<p>Susan Davis Covad Communications 600 14th St. NW, Suite 750 Washington, DC 20005 sdavis@covad.com</p>	<p>Rohan Ranaraja ALLTEL Communications Service Corp. One Allied Drive, B4F4N Little Rock, AR 72202 rohan.m.ranaraja@alltel.com</p>
<p>Melinda Warren MCI WorldCom 701 South 12th St. Arlington, VA 22202 Melinda.Warren@wcom.com</p>	<p>Tammy M. Burton MCI WorldCom 701 South 12th St. Arlington, VA 22202 tammy.m.burton@wcom.com</p>
<p>Peggy Rubino Z-Tel Communications, Inc. 601 S. Harbour Island Blvd. Suite 220 Tampa, FL 33602 prubino@z-tel.com</p>	<p>Jonathan E. Canis Kelley Drye & Warren LLP 1200 19th Street, NW, Fifth Floor Washington, DC 20036 jcanis@kelleydrye.com</p>
<p>Michael B. Hazzard Kelly Drye & Warren LLP 1200 19th Street, NW, Fifth Floor Washington, DC 20036 mhazzard@kelleydrye.com</p>	<p>Debbie Jaggard Cox Virginia Telcom, Inc. 4585 Village Avenue Norfolk, VA 23502 Debbie.Jaggard@cox.com</p>
<p>Kathee Glodowski Sprint 9225 Indian Creek Parkway Overland Park, KS 66210 kathee.glodowski@mail.sprint.com</p>	<p>Mary E. Clarke Cox Virginia Telcom, Inc. 2500 Alameda Ave., Suite 109 Norfolk, VA 23513 mary.clarke@cox.com</p>