

Virginia SCC/Verizon
Active Observation Status Summary – As of 01/03/02

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
013	KPMG Consulting observed that orders did not flow-through as expected	Proposed to Close	Discussion Complete	<p>07/10/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. <p>07/17/01: Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. <p>07/24/01: Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. <p>07/31/01: Verizon indicated they agree with the findings. Verizon’s responses to the three items in Exhibit 1 are as follows:</p> <ul style="list-style-type: none"> ▪ Item 1 – The service order was automatically received, however, the LSC (LSRLR) “hung” in the system. NMC staff manually “forced” the response to KPMG Consulting. Verizon does not know the root cause but is still investigating. ▪ Items 2 & 3 – A system condition caused the orders to fall to Level 2. A system fix was implemented on 6/24 to correct the problem. In addition, KPMG Consulting had opened a trouble ticket related to this specific condition and similar orders were subsequently tested in SRT. <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>08/07/01: KPMG Consulting indicated that an amended observation has been issued with an additional PON (Item 4). Verizon responded to Item 4 indicating that the information was incorrectly stored in Circuit ID table and</p>	<p>VA Observation Report 13 v2</p> <p>VA Observation Report 13 v3</p> <p>VA Observation Report 13 v4</p> <p>VA Observation Report 13 v5</p>

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				<p>that the table was refreshed on 7/25. In addition, Verizon recanted what they said last week and indicated that KPMG Consulting had not conducted a re-test in SRT and that it would be appropriate for KPMG Consulting to proceed with a re-test. KPMG Consulting indicated that it would be re-tested in production and that we would like to know the root cause for error in Item 1.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the root cause for Item 1 at the next Observation meeting. <p>08/14/01: Verizon indicated that the root cause for Item 1 was that a system condition affected retrieving the confirmation from the retrieval table queue. A system fix was implemented on 6/28 to address this problem.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the next Observation meeting. <p>08/21/01: KPMG Consulting asked Verizon to clarify the root cause for Item 1. Verizon indicated that a system condition, defect or “bug” in the table affected the retrieval process of confirmations. This condition was detected internally by Verizon and corrected on 6/28.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the next Observation meeting. <p>08/28/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any clarification questions at the next Observation meeting. <p>09/04/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.</p>	

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				<p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any clarification questions at the next Observation meeting. <p>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting indicated that a revised observation has been issued. Verizon issued the following responses to Items 5, 6, 8, 9, 13, 14, 17, 18, 19, 20 & 21 in the observation:</p> <ul style="list-style-type: none"> ▪ The PON for Item 5 had G as the 3rd character in the TOS (Type of Service) field. On August 21, 2001 Verizon updated the Generic Flow-Through Scenarios and excluded this scenario as flow-through eligible. ▪ The PONs for Items 6-8 and 18 were processed manually after they encountered an error in a back-end system. This condition caused the failure of a database look-up. A system fix has been identified and is targeted for a 10/6 release date. ▪ The PONs for Items 9-13 were processed manually after they encountered an error in a back-end system. The improper mapping of an ExpressTRAK USOC (R1M) caused this condition. A system fix has been identified and is targeted for a 10/20 release date. ▪ The PONs for Items 14-17 were processed manually after they encountered an error in a back-end system. The improper handling of system warning messages caused this condition. Verizon detected this internally and a system fix was implemented on 9/18. ▪ For Item 19, the test account was built incorrectly due to one circuit id being typed without the last 	

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				<p>digit. This resulted in a mismatch between the LSR and CSR, causing the PON to fall for manual handling. The representative corrected the mismatch and the request was processed.</p> <ul style="list-style-type: none"> ▪ The PON for Item 20 was processed manually due to an input error on the LSR, resulting in the incorrect submission of the BTN on the LSR. The listing should have been submitted with BTN 0239180016, but instead was submitted with BTN 0239180015. The representative corrected this and the request was processed. ▪ The PON for Item 21 was processed manually after it encountered an error in a back-end system. A system condition caused service orders to be generated with incomplete provisioning information. Verizon detected this condition internally and a system fix was implemented on 9/18. <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>10/09/01: KPMG Consulting indicated we agreed with Verizon’s response for Items 5, 19 and 20 and will revise the observation. In addition, KPMG Consulting will retest Items 6-18 and 21 after October 20, 2001, when all system fixes should be in place.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will revise the observation and address the issue at the October 23 Observation meeting. <p>10/16/01: KPMG Consulting indicated that we issued a revision of the observation and that we will retest Items 6-18 and 21 after October 20, 2001, when all system fixes should be in place.</p> <p><u>Action Items:</u></p>	

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				<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 10/23/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 10/30/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 11/06/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 11/13/01: KPMG Consulting indicated that Items 1-4, 6-13, 18, 19 and 21 have been retested in production and currently flow through and that Items 5, 19 and 20 have been rescinded. In addition, KPMG Consulting indicated that Items 14-17 are currently being retested and that we will address them at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 11/20/01: KPMG Consulting indicated that Items 1-4, 6-13, 18 and 21 have been retested in production and currently flow through and that Items 22-26 have been added since the last Observation meeting. In addition, KPMG Consulting indicated that Items 14-17 are being retested and that we are currently analyzing them. Verizon indicated that Items 22 and 23 were processed manually after encountering an error in Verizon's system and that a system fix is scheduled for December 1, 2001 to correct 	

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				<p>them. In addition, Verizon indicated that Items 24-26 encountered errors due to a test bed set-up for their accounts and that they would correct these accounts. WorldCom asked a clarifying question in regard to the nature of the test bed error. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>11/27/01: KPMG Consulting indicated that Items 1-4, 6-13, 18 and 21 have been retested in production and are currently flowing through and that Items 14-17 have been retested and were escalated to Exception #5, issued on November 27, 2001. In addition, KPMG Consulting indicated that Verizon scheduled a system fix for Items 22 and 23 on December 1, 2001. KPMG Consulting also asked Verizon to explain the test bed set-up errors that Verizon had indicated were responsible for the inability of Items 24-26 to flow through. Verizon indicated that Items 24 and 26 had been processed manually due to an error in the back end system concerning application provisioning and that a system fix was applied on November 17, 2001. In addition, Verizon indicated that for Item 25, the order had to be manually processed due to an internal database error, which caused the LSR to fall to manual handling, and that the error has been corrected via a database clean-up on November 2, 2001. AT&T asked a clarifying question in regard to whether or not the fix for Items 22 and 23 would involve retesting. WorldCom asked clarifying questions in regard to whether or not the system fix for Items 24 and 26 was available to CLECs and the amount of time required to escalate an observation to exception status. KPMG Consulting indicated that we would review the system fixes and</p>	

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				<p>address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the system fixes and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that as of last week, Items 22-26 remain open. KPMG Consulting indicated that Items 22 and 23 were retested and currently flow through and that the only items that remain outstanding are Items 24-26. KPMG Consulting indicated that we would continue to retest Items 24-26 and that we would provide any updates at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to retest Items 24-26 and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that we would continue to retest Items 24-26 and that we would provide any updates at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to retest Items 24-26 and address the issue at the next Observation meeting. <p>12/18/01: KPMG Consulting indicated that we would continue to retest Items 24-26 and that we would provide any updates at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to retest Items 24-26 and address the issue at the next Observation meeting. <p>01/03/02: KPMG Consulting indicated that we retested Items 24-26 and that they did not flow through as expected. Consequently, KPMG Consulting escalated the scenario in the observation to exception status in the second version of Exception #5 and proposed to close the observation.</p>	

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				<u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
051	KPMG Consulting has observed that Verizon sent both Jeopardy notifications (JEOP) and additional Local Service Request Local Responses (LSRLR) to originally confirmed orders.	Proposed to Close	Discussion Complete	<p>11/27/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>12/04/01: Verizon indicated that additional LSRLRs are currently sent if the new due date comes after the original due date and that this would be resolved with the December 15, 2001 release, which will prevent additional LSRLRs from being sent. In addition, Verizon indicated that the JEOP notifications were populated with incorrect due dates and that a methods and procedures update would be sent on November 28, 2001 to Verizon representatives in order to resolve the issue. KPMG Consulting indicated that we would review Verizon's response and ask any clarifying questions at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review Verizon's response and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that Verizon had stated that two different fixes would be implemented by December 15, 2001. In addition, KPMG Consulting indicated that we would perform a retest after these fixes are implemented. Covad asked a clarifying question in regard to the content of a JEOP notification and whether or not error codes always appeared on them.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will perform a retest after the fixes are implemented and address the issue at the next Observation meeting. <p>12/18/01: KPMG Consulting indicated that we would continue to</p>	

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				<p>review the observation and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>01/03/02: KPMG Consulting indicated that Verizon had indicated that a fix had been issued on December 15, 2001. Using this fix, KPMG Consulting performed a retest and observed that orders received only a JEOP and not an additional LSRLR. Consequently, KPMG Consulting proposed to close the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
052	KPMG Consulting is unable to replicate certain Maintenance and Repair (MR) metrics results that have been reported by Verizon in the September 2001 Aggregate Carrier-to-Carrier (C2C) report.	Open	Under Discussion	<p>11/27/01: Opened; Verizon indicated that they agreed with the observation and would make the necessary corrections for metric MR-1-06 in the October data month report. KPMG Consulting indicated that we would review the corrections in the October data month report and address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to whether or not the changes would occur in the original October data month report, or in a revised issue of the report. KPMG Consulting inquired as to whether or not a change control request would be issued. Verizon responded that KPMG Consulting's question should be directed to the Verizon metrics team. AT&T asked a clarifying question in regard to how the October data month report would be corrected in the absence of a change control request. Verizon indicated that the corrections had already been made and that the corrected data would be pulled to produce the October data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the corrections in the October data month report and address the issue at 	VA Observation Report 52 v2

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				<p style="text-align: center;">the next Observation meeting.</p> <p>12/04/01: KPMG Consulting indicated that we are currently reviewing the October data month report and that we would provide any necessary updates at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that we would continue to review the October data month report in which Verizon indicated that the corrections for metric MR-1-06 would be fixed.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the October data month and address the issue at the next Observation meeting. <p>12/18/01: KPMG Consulting indicated that we would continue to review the observation and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>01/03/02: KPMG Consulting indicated that we issued a revision of the observation that included October 2001 MR metrics results that we were unable to replicate. Verizon indicated that they had no response to the revision at this time. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	

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057	KPMG Consulting has observed inaccurate Line Loss notification reporting.	Proposed to Close	Discussion Complete	<p>12/04/01: Opened; Verizon indicated that for Items 43, 44 and 80-89, the accounts contained the R3K class of service, which is incorrectly excluded from Line Loss eligibility. Verizon indicated that this would be resolved by a system fix to be implemented in February. In addition, Verizon indicated that for Items 1-42 and 45-79, Line Loss notification reporting took place prior to service notification and that the system used switch data information incorrectly. Verizon indicated that this would be resolved by a system fix to be implemented on December 15, 2001. VASCC asked a clarifying question in regard to whether or not Verizon would issue a work-around for Items 43, 44 and 80-89, given that the system fix would not be implemented until February. Verizon responded that a work-around had not been planned, but that they would investigate the issue.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and address the issue at the next Observation meeting. ▪ KPMG Consulting will review Verizon’s response and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that Verizon had stated that two system fixes were to be implemented in December and February for Items 1-42 and 45-79 and for Items 43, 44 and 80-89, respectively. KPMG Consulting also indicated that the VASCC had asked a clarifying question in regard to whether or not Verizon would issue a work-around for Items 43, 44 and 80-89, given that the system fix would not be implemented until February. KPMG Consulting inquired as to whether or not Verizon had a response to the observation. Verizon indicated that they had no response to the observation. KPMG Consulting inquired as to whether or not a flash or bulletin would be issued, in the case that the issue was CLEC-affecting, or</p>	

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				<p>if neither would be issued, in the case that the issue was unique to KPMG Consulting. Verizon indicated that no flash or bulletin was yet issued and that they were not sure if either would need to be issued. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>12/18/01: KPMG Consulting inquired as to whether or not Verizon issued a flash, bulletin or workaround. Verizon indicated that no flash, bulletin or workaround had been issued and that Items 1-42 and 45-79 and Items 43, 44 and 80-89 would not be corrected on the report until December and February, respectively. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>01/03/02: KPMG Consulting indicated that the VA SCC had inquired as to whether or not Verizon would issue a flash, bulletin or workaround as an interim solution to the planned February fix. KPMG Consulting inquired as to whether or not this issue was addressed at the January 2, 2002 change control meeting. Verizon indicated that the issue of the observation would be addressed in the February release documentation. KPMG Consulting indicated that the VA SCC's concerns were adequately addressed and consequently proposed to close the observation. AT&T asked a clarifying question in regard to the basis of the observation's closure, the VA SCC's concerns and the documentation that will resolve the issue addressed in the observation.</p> <p><u>Action Items:</u></p>	

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				<ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
058	KPMG Consulting is unable to perform Service Recovery requests.	Proposed to Close	Discussion Complete	<p>12/04/01: Opened; Verizon indicated that they are currently analyzing the observation and that they would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>12/11/01: Verizon indicated that Items 1, 3, 5 and 6 resulted from a software problem and were corrected on December 8, 2001 and that Items 2 and 4 resulted from missing table entry and were corrected on December 5, 2001. KPMG Consulting inquired as to whether or not a flash or bulletin would be issued, in the case that the issue was CLEC-affecting, or if neither would be issued, in the case that the issue was unique to KPMG Consulting. Verizon indicated that because the corrections were made in back-end systems, no change control was required. KPMG Consulting indicated that we would perform a retest and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will perform a retest and address the issue at the next Observation meeting. <p>12/18/01: KPMG Consulting indicated that we would continue to review the observation and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>01/03/02: KPMG Consulting indicated that we performed a retest</p>	VA Observation Report 58 v2

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				<p>according to the revised documentation in the RETAS Student Guide, that Verizon passed and that the one outstanding issue in the observation has been resolved. Consequently, KPMG Consulting proposed to close the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
059	<p>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 P0-3-01, Average Speed of Answering – Ordering, and PO-3-02, % Answered within 20 Seconds – Ordering,² metrics results for June and September 2001.</p>	Proposed to Close	Discussion Complete	<p>12/04/01: Opened; Verizon indicated that they are currently analyzing the observation and that they would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>12/11/01: Verizon indicated that they agree with the observation and that the metrics will be corrected in the November data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting proposed to defer the observation until the end of December, when the November data month will have been received. <p>12/18/01: KPMG Consulting indicated that we would continue to review the observation and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>01/03/02: KPMG Consulting indicated we reviewed the November data month, performed a retest and observed that the issued addressed in the observation has been resolved. Consequently, KPMG Consulting proposed to close the</p>	

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.

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				<p>observation. AT&T asked a clarifying question in regard to whether or not the root cause of the issue was identified and whether or not there would be a restatement of the June and September 2001 reports.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
062	KPMG Consulting is unable to perform Automatic Feature Update (AFU) transactions on Plain Old Telephone Service (POTS) lines.	Proposed to Close	Discussion Complete	<p>12/18/01: Opened; Verizon indicated that the troubles were not processed automatically due to internal system problems, which have been corrected. KPMG Consulting indicated that we would review Verizon's response to the observation and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>01/03/02: KPMG Consulting indicated that we updated the observation with an additional item and that since the last Observation meeting, the observation has been escalated to exception status and is superceded by Exception #13. Consequently, KPMG Consulting proposed to close the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	VA Observation Report 62 v2
063	KPMG Consulting observed that Verizon did not populate Conversational TN Selection Responses (AD2) according to the LSOG 4.7.1 Pre-Order Business Rules.	Open	Under Discussion	<p>12/18/01: Opened; Verizon indicated that they had no response and proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the observation at the next Observation meeting. <p>01/03/02: Verizon indicated that they disagreed with the observation but would update the Business Rules to make the FX field a required field on AD2s. Verizon indicated that they would issue a bulletin next week to resolve this issue.</p>	

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				<p>KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
064	KPMG Consulting observed that Verizon did not populate Installation Status Responses (ISA) according to the LSOG 4.7.1 Pre-Order Business Rules.	Open	Under Discussion	<p>12/18/01: Opened; Verizon indicated that they had no response and proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the observation at the next Observation meeting. <p>01/03/02: Verizon indicated that the CC field is not currently populated on ISAs and that a system fix is scheduled for April 2002 to resolve this issue. Verizon indicated that a bulletin would be issued as an interim solution, which would inform CLECs that they should not expect to see the CC field populated on ISAs until after April 2002. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
065	KPMG Consulting observed that Verizon did not populate Conversational TN Reservation Responses (TR2) according to the LSOG 4.7.1 Pre-Order Business Rules.	Open	Under Discussion	<p>12/18/01: Opened; Verizon indicated that they had no response and proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the observation at the next Observation meeting. <p>01/03/02: Verizon indicated that a system fix is scheduled for April 2002 to resolve the issue addressed in the observation. KPMG Consulting inquired as to whether or not a bulletin or informational letter would be issued as an interim solution. Verizon indicated that a bulletin or</p>	

Virginia SCC/Verizon
Active Observation Status Summary – As of 01/03/02

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>informational letter would be issued as an interim solution. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
066	KPMG Consulting observed that Verizon did not populate Loop Makeup Responses (LMR) according to the LSOG 4.7.1 Pre-Order Business Rules.	Open	Under Discussion	<p>12/18/01: Opened; Verizon indicated that they had no response and proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the observation at the next Observation meeting. <p>01/03/02: Verizon indicated that an informational letter had been sent out on December 28, 2001 and that a system fix was scheduled for release in February 2002. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	