

Virginia SCC/Verizon
Active Observation Status Summary – As of 01/15/02

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
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 the next Observation meeting. <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 	VA Observation Report 52 v2

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				<p>October data month and address the issue at the next Observation meeting.</p> <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. <p>01/08/02: Verizon indicated that they currently do not have a time frame for correcting the issue addressed in the observation. Verizon indicated that they would address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to the inability of KPMG Consulting to replicate the October 2001 MR metrics results.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>01/15/02: Verizon indicated that they inadvertently included the ZDEM test CLEC ID in the results for the October data month and that going forward they would review the exclusion tables each month to ensure that inappropriate test CLEC IDs are not included. Verizon indicated that this review would take place from the November data month forward. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p>	

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				<p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
057	KPMG Consulting has observed inaccurate Line Loss notification reporting.	Open	Under Discussion	<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-</p>	

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				<p>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 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</p>	

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				<p>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> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>01/08/02: KPMG Consulting indicated that we had proposed to close the observation at the last Observation meeting. However, upon learning that the fix originally scheduled for release in February 2002 is now scheduled for release at an undefined time in the future, KPMG Consulting, after discussing this development with the VA SCC, has decided to leave the observation open for an additional week. KPMG Consulting indicated that we would address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to the benchmark used for Line Loss reporting.</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>01/15/02: KPMG Consulting indicated that we would leave the observation open pending discussions with the VA SCC and 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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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.	Proposed to Close	Discussion Complete	<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. 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>01/08/02: KPMG Consulting inquired as to whether or not a date had been established for the issuance of the bulletin that Verizon had indicated they would issue in response to the observation. Verizon indicated that Change Request #2380 would be issued on either January 10, 2002 or January 17, 2002. KPMG Consulting indicated that we would review the bulletin upon issuance 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>01/15/02: KPMG Consulting indicated that we reviewed Change Request #2380, issued on January 10, 2002, which stated that the new usage notification had been added to the FX field, indicating that the FX field is only required when populated on the Conversational TN Selection Inquiry; therefore, the FX field is no longer a required field on Conversational TN Selection Responses. KPMG Consulting consequently proposed to close the observation.</p>	

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				<p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation 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.	Proposed to Close	Discussion Complete	<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. <p>01/08/02: KPMG Consulting inquired as to whether or not a date had been established for the issuance of the bulletin that Verizon had indicated they would issue in response to the observation. Verizon indicated that an informational letter would be issued on January 10, 2002. KPMG Consulting indicated that we would review the informational letter upon issuance 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. 	

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				<p>01/15/02: KPMG Consulting indicated that we received the informational letter, issued on January 10, 2002, which indicated that the company code field value indicator on ISAs is not being returned and that a system change would take place effective with the April 2002 release. KPMG Consulting consequently 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. 	
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.	Proposed to Close	Discussion Complete	<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 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. <p>01/08/02: KPMG Consulting inquired as to whether or not a date had been established for the issuance of the bulletin or informational letter that Verizon had indicated they would issue in response to the observation. Verizon indicated that Change Request #2375 would be issued on January 10, 2002. KPMG Consulting indicated that we would review the change request upon issuance and address the issue at the next Observation meeting.</p>	

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				<p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>01/15/02: KPMG Consulting indicated that we reviewed Change Request #2375, issued on January 10, 2002, which indicated that there is a mapping change that will resolve the issue with the TNTYPE field. For the TOS and STAT fields, Verizon issued an informational letter on January 10, 2002, which indicated that currently in EDI, the TOS and STAT field values are not being returned. The letter also indicated that the error would be corrected with the April 2002 release. KPMG Consulting consequently 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. 	
067	KPMG Consulting observed that Verizon did not populate Customer Service Record Information Responses (CSA) (parsed) according to the LSOG 4.7.1 Pre-Order Business Rules.	Open	Under Discussion	<p>01/15/02: Opened; Verizon indicated that the TOS field was not being populated on CSAs and that an April 2002 fix was scheduled to resolve this issue. In addition, Verizon indicated that they planned to issue an informational bulletin on January 17, 2002, which will notify CLECs not to expect populated TOS fields on CSAs 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. 	
068	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.	Open	Under Discussion	<p>01/15/02: Opened; Verizon 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 issue at the next Observation meeting. 	