

Virginia SCC/Verizon
Active Observation Status Summary – As of 01/22/02

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.	Proposed to Close	Discussion Complete	<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. <p>01/22/02: KPMG Consulting indicated that we retested the MR-1 metrics for the month of November and observed no discrepancies in the November data. 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. 	
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,</p>	

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				<p>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 workaround 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,</p>	

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				<p>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> <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. <p>01/22/02: KPMG Consulting indicated that at the last Observation meeting we said that we would leave the observation</p>	

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				<p>open pending discussions with the VA SCC. KPMG Consulting stated that we have discussed this with the VA SCC. In addition, KPMG Consulting indicated that one of the two issues addressed in the observation was to be resolved with a future release, the date of which had yet not been established. KPMG Consulting inquired as to whether or not Verizon had established a date for the release. Verizon indicated that a release was targeted for April 2002. KPMG Consulting indicated that the other remaining issue of the observation was resolved with a December release. Because one issue had been resolved and the other has a future resolution planned, 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. 	
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.	Proposed to Close	Discussion Complete	<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. <p>01/22/02: KPMG Consulting indicated that we reviewed the EDI informational message, released on January 15, 2002, which indicated that on the EDI Parsed CSA, the TOS field values are not being sent and that this situation would be corrected in an April 2002 release. Consequently, KPMG Consulting proposed to close 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. 	
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	01/15/02: Opened; Verizon proposed to defer the observation until the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. 01/22/02: Verizon indicated that the ASR data was inadvertently not included in the September and October 2001 C2C reports and that they have initiated internal change controls to resolve this issue. Verizon also indicated that this would be fixed with the December data month. KPMG Consulting indicated that we would address the issue 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. 	
069	KPMG Consulting was unable to perform Extended Trouble History Request transactions on Plain Old Telephone Service (POTS) lines.	Open	Under Discussion	01/22/02: Opened; Verizon proposed to defer the observation until the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. 	