

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

| ID | Brief Description | Status | Status Reason | Notes | Additional Documents |
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| ACTIVE OBSERVATIONS | | | | | |
| 001 | KPMG Consulting observed discrepancies in the February 2001 release of the Verizon progression test deck version 3.5 LSOG4 documentation | Closed | Discussion Complete | <p>05/22/01: Opened; Verizon agreed with the findings except the Item 2, the LSR listing in DL form issue. Verizon indicated that the findings they agree with have been corrected with the new release of the CTE Test Deck (May 7).</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting is to further investigate the Item 2 and address Verizon’s comments at the next meeting. <p>06/05/01: Verizon indicated they no longer disagree with KPMG Consulting regarding Item 2. Further, Verizon indicated that Item 2 is corrected with the May 31 publication of CTE Test Deck.</p> <p>KPMG Consulting verified that the CTE Test Deck (Version 4.0) fixed the issues noted in Table 1 (as Verizon indicated in the previous meeting), except for Item 2. In addition, KPMG Consulting noted that the latest CTE Test Deck (Version 4.2, published May 31, 2001) partially fixed issues noted in Item 2. While the latest release fixed the DIRQTYNC & DIRTYYP fields in DL form, the LSR continues to incorrectly list YPHV/YPH fields in DIR group.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate LSR listing of YPHV/YPH fields and address any follow-up questions at the next Observation meeting. <p>06/12/01: Verizon indicated that Item #2 regarding YPHV/YPH fields in DIR group has been corrected with the updated CTE Test Deck release (June 11).</p> <p>KPMG Consulting asked a clarification question regarding Item #1, as to where the manual input error occurred during the process. Verizon indicated the manual error occurred at EDI where the tester entered the wrong telephone number.</p> <p>KPMG Consulting indicated that issues noted in Item #5 regarding CKR & PORTED NBR fields in test case #31</p> | |

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| | | | | <p>reappeared in CTE Test Deck Version 4.2.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate LSR listing of YPHV/YPH fields in the updated release and address any follow-up questions at the next Observation meeting. ▪ Verizon will investigate the reappearance of issue Item #5 regarding CKR & PORTED NBR fields in CTE Test Deck Version 4.2 and address any follow-up questions at the next Observation meeting. <p>06/19/01: KPMG Consulting confirmed that Item #2 regarding YPHV/YPH fields in DIR group has been corrected with the updated CTE Test Deck release (June 11). Verizon indicated that issues noted in Item #5 regarding CKR & PORTED NBR fields in scenario #31, which reappeared in the CTE Test Deck Version 4.2, have been corrected in the CTE Test Deck Version 4.4 (June 15).</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate issue Item #5 in the updated release and address any follow-up questions at the next Observation meeting. <p>06/26/01: KPMG Consulting confirmed that the issues have been corrected in the CTE Test Deck Version 4.4 (June 15) and proposed to close the observation next week</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>07/03/01: Closed</p> | |

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| 002 | KPMG Consulting observed that Verizon's Product Interval Guides do not provide provisioning intervals for Directory Listing (DL) orders for either Resale or UNE products | Closed | Discussion Complete | <p>5/22/01: Opened; Verizon disagreed with the findings. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon is to provide information as to where the information regarding provisioning intervals can be located (website address, page number, line number, etc.). ▪ Verizon is to provide a date as to when the two versions of the Interval Guides will have consistent information at the next meeting. ▪ KPMG Consulting is to further investigate the issue and address Verizon's comments at the next meeting. <p>06/05/01: Verizon indicated that page 2 of the Resale Standard Intervals is changed to reflect the Directory Listing (DL) information. However, KPMG Consulting noted that the change provides intervals for Residential customers only, and not for Business customers. In addition, KPMG Consulting noted that while the <i>Resale Standard Intervals</i> references DL orders under Directory Listing Changes and Adds, the <i>Intervals for Unbundled Network Elements</i> references DL orders under Directory Assistance. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate provisioning intervals for DL activities for business customers and address any follow-up questions at the next Observation meeting. <p>06/12/01: Verizon indicated that the Product Interval Guides for North and South are consistent. Verizon's website has been updated to include both residence and business Directory Assistance interval information as follows: Verizon South – Residence, Pg 2; Business, Pg 4 Verizon North – Residence, Pg 18; Business, Pg 20 <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the updated Product Interval Guides regarding residential and business Directory Listing intervals and address any follow-up questions at the next Observation meeting. | |

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| | | | | <p>06/19/01: KPMG Consulting indicated that the changes to the Product Interval Guides for North and South do not appear in the documents posted on the website. Verizon indicated that the updates are available on the website referenced in the Observation itself.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will reinvestigate the Product Interval Guides and address any follow-up questions at the next Observation meeting. <p>06/26/01: Verizon indicated that the changes to the Product Interval Guides for North and South had been made to one of the two Verizon websites which is the reason why KPMG Consulting was not able to verify the changes last week. Verizon indicated that they updated the link so that both websites point to the same file. KPMG Consulting confirmed that the changes have been verified and proposed to close the observation next week.</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>07/03/01: Closed</p> | |
| 003 | KPMG Consulting observed conflicting product intervals in documentation found on the Verizon web site for Resale service requests | Closed | Discussion Complete | <p>5/22/01: Opened; Verizon agreed with the findings with an exception of the first item in Exhibit 1. KPMG Consulting may have transposed columns of Exhibit 1. Verizon indicated they would add disclaimer in the 'Resale Handbook' to indicate that the official Interval Guide is in the 'Resale Standard Intervals.'</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon is to provide a date as to when they will add the disclaimer at the next meeting. ▪ KPMG Consulting is to further investigate this issue and determine whether to issue amended observation. <p>06/05/01: Verizon indicated they will eliminate all intervals in the Resale Handbook and include a link in the website to the Resale Standard Intervals by June 15, 2001.</p> | VA Observation Report 03 v2.pdf |

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| | | | | <p>KPMG Consulting indicated the columns in Exhibit 1 were transposed and the observation will be amended accordingly. This observation is deferred until June 19, 2001 for further verification.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will report on the status re the Resale Handbook changes at the June 19 Observation meeting. <p>06/12/01: Deferred until June 19, 2001. Amended observation VA Observation Report 03 v2.doc is posted on the website.</p> <p>06/19/01: Verizon indicated that they removed the intervals in the 'Resale Handbook' and added a link pointing to the 'Resale Standard Intervals.'</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the updates in the 'Resale Handbook' and address any follow-up questions at the next Observation meeting. <p>06/26/01: KPMG Consulting confirmed that the changes have been verified and proposed to close the observation next week.</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>07/03/01: Closed</p> | |
| 004 | KPMG Consulting received late Due Date Availability (DDA) responses | Closed | Discussion Complete | <p>06/12/01: Opened; Verizon indicated that they need additional information such as date and time of the transactions noted in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide the submission date-time group of the transactions to Verizon, and address any follow-up questions at the next Observation meeting. <p>06/19/01: KPMG Consulting discovered an error in the observation and issued an amendment, VA Observation Report 04 v2.pdf. KPMG Consulting issued supporting</p> | <p>VA Observation Report 04 v2</p> <p>VA Observation Report 04 detail</p> |

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| | | | | <p>documentation for the transactions noted in the observation, VA Observation Report 04 detail.pdf. Verizon indicated that they are conducting an analysis of KPMG Consulting’s experience against other CLECs’ experience during the same period.</p> <p><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>06/26/01: Verizon indicated that they had experienced a system condition on May 9, 2001 between 4:45 – 5:30 pm, which caused delays for other CLECs as well. On May 26, 2001, a software fix has been applied to the system to address this particular system condition. However, this system condition and its fix were not posted since CLECs did not report a problem.</p> <p>Verizon also indicated that two of the forty DDA transactions occurred during this system condition and that the average response time excluding the two transactions would be 5.08 seconds. AT&T asked if KPMG Consulting is planning to normalize the statistics for the observation, or if KPMG Consulting is planning to retest. KPMG Consulting indicated that DDA Response time would be retested during production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will request necessary information to investigate and address any follow-up questions at the next Observation meeting. <p>07/03/01: KPMG Consulting asked about the system notification process of “non-reported” system conditions when the system condition affects the entire CLEC community. Verizon indicated that it is industry practice that “non-reported” system conditions are not reported to CLECs. AT&T asked how the system condition would affect the Late DDA metrics. KPMG Consulting responded that the observation will not change based on the system</p> | |

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| | | | | <p>condition that occurred on May 26, 2001. The two transactions that occurred during the system condition will not be excluded for calculating the average response time; rather, DDA timeliness will be tested and carefully observed during production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will follow-up and address any questions at the next Observation meeting. <p>07/10/01: KPMG Consulting indicated that DDA timeliness would be tested during production and proposed to defer this observation until August 21, 2001. In addition, KPMG Consulting confirmed that Verizon provided a reference to a new document for Verizon East Wholesale Customer Care Center, which details processes related to system conditions.</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 August 21 Observation meeting. <p>07/17/01: Deferred until August 21, 2001. 07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001.</p> <p>08/21/01: KPMG Consulting indicated that we are conducting the production test 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>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> | |

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| | | | | <ul style="list-style-type: none"> 09/04/01: KPMG Consulting will address the issue and ask any clarification questions at the next Observation meeting. 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. <u>Action Items:</u> 09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting indicated that in production DDA was tested and is currently passing the requisite standard and proposed to close the observation. <u>Action Items:</u> 10/09/01: Closed | |
| 005 | KPMG Consulting received late Telephone Number Availability & Reservation (TNA) pre-order responses | Closed | Discussion Complete | <ul style="list-style-type: none"> 06/12/01: Opened; Verizon indicated that they need additional information such as date and time of the transactions noted in the observation. <u>Action Items:</u> 06/19/01: KPMG Consulting issued supporting documentation for the transactions noted in the observation, VA Observation Report 05 detail.pdf. Verizon indicated that they are conducting an analysis of KPMG Consulting’s experience against other CLECs’ experience during the same period. <u>Action Items:</u> Verizon will address the issue and any follow-up | VA Observation Report 05 detail |

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| | | | | <p>questions at the next Observation meeting.</p> <p>06/26/01: Verizon indicated that they had experienced a system condition on May 9, 2001 between 4:45 – 5:30 pm, which caused delays for other CLECs as well. On May 26, 2001, a software fix has been applied to the system to address this particular system condition. However, this system condition and its fix were not posted since CLECs did not report a problem.</p> <p>Verizon also indicated that four of the fifty-nine TNA transactions (Items 34, 35, 38, and 40) occurred during this system condition and that the average response time excluding the four transactions would be 8.84 seconds. In addition, Verizon indicated that the standard that should be used as the Telephone Number Availability & Reservation is a combination of ADR and TNA measures, which reflects a Retail composite metric. VA Commission asked why a composite should be used and not just PO-1-05.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will request necessary information to investigate and address any follow-up questions at the next Observation meeting. <p>07/03/01: Verizon reiterated their response from last week indicating that four of the fifty-nine TNA transactions (Items 34, 35, 38, and 40) occurred during this system condition and that the average response time excluding the four transactions would be 8.84 seconds. In addition, Verizon reiterated that the measurement of Telephone Number Availability & Reservation standard is a combination of Address Validation and Telephone Number measures, which reflects a Retail composite metric. April 2001 Retail Composite would be 9.99 seconds (Address Validation (4.86 seconds) plus Telephone Number (1.13 seconds) plus parity (4 seconds)). KPMG Consulting responded that TNA</p> | |

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| | | | | <p>timeliness would be tested and carefully observed during production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address any questions at the next Observation meeting. <p>07/10/01: KPMG Consulting indicated that the C2C Guidelines do not specify the use a Retail Composite metric to measure Telephone Number Availability timeliness, rather it states to use the metric, PO-1-05. In addition, KPMG Consulting indicated that TNA timeliness would be tested during production and proposed to defer this observation until August 21, 2001.</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 August 21 Observation meeting. <p>07/17/01: Deferred until August 21, 2001. 07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001.</p> <p>08/21/01: KPMG Consulting indicated that we are conducting the production test 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>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. | |

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| | | | | <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> <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 an exception on TNA timeliness has been issued and 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. <p>10/09/01: Closed</p> | |
| 006 | KPMG Consulting observed that responses to Supplemental Local Service Requests (SUP) in EDI for Retail to UNE-Platform migrations do not reflect the requested changes | Closed | Discussion Complete | <p>06/12/01: Opened; Verizon indicated that this issue is under investigation and will be ready to respond 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>06/19/01: Verizon indicated they agree with the findings. Verizon indicated that they received the SUPs in question and placed them in a manual queue; however, the orders were not processed by the VNMC. Verizon will implement policies to correct the manual processing errors on June 24, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will report on the status of implementing new processes at the next Observation meeting. <p>06/26/01: Verizon indicated that the new process for manual queue handling has been implemented. KPMG Consulting asked if the manual queue for SUPs is different from the</p> | |

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| | | | | <p>manual queue for other requests. Verizon responded that the manual queue was different; however, the new process that has been implemented directs SUPs to the same manual queue as other normal requests.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will verify the changes and address any follow-up questions at the next Observation meeting. <p>07/03/01: KPMG Consulting indicated SUPs would be tested during production and proposed to close the observation next week.</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>07/10/01: KPMG Consulting indicated that rather than close this observation, SUPs would be tested during production and proposed to defer it until August 21, 2001.</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 August 21 Observation meeting. <p>07/17/01: Deferred until August 21, 2001. 07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001.</p> <p>08/21/01: KPMG Consulting indicated that we are conducting the production test 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>08/28/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to</p> | |

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| | | | | <p>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 process interviews 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>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled.</p> <p>10/02/01: KPMG Consulting indicated that we will conduct process interviews and proposed to defer the observation until further analysis.</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>10/09/01: KPMG Consulting indicated that we will conduct process interviews and proposed to defer the observation until 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>10/16/01: KPMG Consulting indicated that we are still in the process of conducting process interviews and will report on the observation after process testing has been completed.</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>10/23/01: KPMG Consulting indicated that we are still in the process of conducting process interviews and will report on the</p> | |

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| | | | | <p>observation after process testing has been completed.</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>10/30/01: KPMG Consulting indicated that we conducted observations and interviews at Verizon's NMCs and observed that there are processes in place for the manual queue handling of both normal and supplemental LSRs. In addition, KPMG Consulting indicated that thus far we have observed no problems during production with these processes. KPMG Consulting consequently proposed to close the observation, indicating that we would continue to monitor the processes through production.</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>11/06/01: Closed</p> | |
| 007 | KPMG Consulting cannot complete Resale pre-orders when adhering to Verizon's LSOG 4.5.1 Business Rules documentation | Closed | Discussion Complete | <p>06/26/01: Opened; Verizon indicated that they agree with KPMG Consulting's findings and plan to update company codes through normal change control process. They will post a bulletin for CLECs around July 5.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will provide status on the change process and address any follow-up questions at the July 10th Observation meeting. <p>07/03/01: Deferred until July 10, 2001.</p> <p>07/10/01: Verizon indicated that Change Control Bulletin #2151 for LSOG 4 was issued and discussed in the Change Control meeting on July 6, 2001. Verizon indicated that in CR #2151, the following two Field notes were added: 1) The CLEC/Reseller should input their Exchange Carrier Code in this field. 2) This field matches or maps to the RSID for Reseller or AECN for CLEC.</p> <p>KPMG Consulting indicated that we have two codes that do not map to each other. KPMG Consulting's ECC is</p> | |

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| | | | | <p>WLAZ and RSID is 9995. Verizon asked if KPMG Consulting brought this issue up on the Change Control call. KPMG Consulting responded that the issue was discussed and Verizon’s response was that the codes should not be conflicting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate whether this issue is unique to KPMG Consulting or not and find out if there are similar conditions that may affect other CLECs and address any follow-up questions at the next Observation meeting. <p>07/17/01: Verizon reiterated that per Change Control Bulletin #2151, when a CLEC/Reseller uses the Exchange Carrier Code (ECC), the system matches or maps the ECC to the RSID for Reseller or AECN for CLEC. In south, ECC will map to RSID or AECN; in north, ECC will match. The two codes do not need to be identical. VASCC asked if there would be potential problems if an entity was both CLEC and Reseller. Verizon indicated that there would be no potential problem.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address any follow-up questions at the next Observation meeting. <p>07/24/01: KPMG Consulting indicated that the documentation remains unclear. Verizon indicated that Change Request #2151 was made as clarification per KPMG Consulting. Verizon would like KPMG Consulting to recommend a clarifying statement. KPMG Consulting indicated that we do not provide specific recommendations as to how the documentation should be worded; however, we would like to see more clarification so that, for example, a CLEC would not make the mistake of entering RSID in the company code field.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and address any follow-up | |

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| | | | | <p>questions at the next Observation meeting.</p> <p>07/31/01: Verizon indicated that they believe the bulletin is clear and concise. Further, they have nothing more to add to the bulletin. KPMG Consulting indicated that the first note is clear but the second note creates confusion. Verizon indicated that the second note was included per CLECs' request and that they do not intend to remove the second item. KPMG Consulting indicated that we understand Verizon's perspective, however, we still believe that the bulletin is unclear.</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>08/07/01: KPMG Consulting indicated that the bulletin remains unclear, however, the Change Control Bulletin does address the issue and we 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. <p>08/14/01: Closed</p> | |
| 008 | KPMG Consulting received late Daily Usage Feed (DUF) records | Closed | Discussion Complete | <p>06/26/01: Opened; Verizon indicated that they used the wrong DUF setup for KPMG Consulting. Instead of creating a new setup for Virginia, they had used the setup for Pennsylvania, causing Resale DUF to recycle. They indicated a fix has been applied.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will verify the changes, determine if retest is required, and address any follow-up questions at the next Observation meeting. <p>07/03/01: KPMG Consulting indicated that there would be a DUF re-test and proposed to close the observation next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. | |

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| | | | | <p>07/10/01: KPMG Consulting indicated that rather than close this observation, the delivery of DUF records would be re-tested and proposed to defer it until August 21, 2001. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the August 21 Observation meeting. <p>07/17/01: Deferred until August 21, 2001. 07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001. 08/21/01: KPMG Consulting indicated that we received all Resale records and Verizon met the timeliness standard of 95% within four business days and we proposed to close the observation next week. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>08/28/01: Closed</p> | |
| 009 | KPMG Consulting observed discrepancies in the June 2001 release of the Verizon – expressTRAK Quality Baseline Validation Test Deck (Version 4.4) for LSOG 4.6.1. | Closed | Discussion Complete | <p>06/26/01: Opened; Verizon indicated that the issue is under investigation and they will respond at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issues and any follow-up questions at the next Observation meeting. <p>07/03/01: Verizon indicated that they agree with the findings noted as items 1 and 2 in Exhibit 1. For Item #1, the control sheet was corrected but not updated before LSR. For Item #2, the control sheet was corrected after LSR. Verizon indicated the issues observed for items 1 and 2 are corrected in the eTRAK Test Deck version 4.5 (6/22/01). The third item (Scenario #33) is still under investigation. <u>Action Items:</u></p> | |

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| | | | | <p>07/10/01: Verizon will address Item #3 and any follow-up questions at the next Observation meeting.</p> <p>07/10/01: KPMG Consulting verified that items 1 and 2 are corrected as indicated by Verizon last week. Verizon indicated that the finding noted in the last paragraph (Scenario #33) has been corrected with Test Deck version 4.6 (7/9/02).</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will verify the correction for Scenario #33 in the new Test Deck and address any questions at the next Observation meeting. <p>07/17/01: KPMG Consulting verified that Item 3 and the fourth finding (Scenario #33) are corrected as indicated by Verizon last week. 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. <p>07/24/01: Closed</p> | |
| 010 | KPMG Consulting observed that Verizon’s EDI system returns inaccurate error responses to Local Service Requests (LSR) | Closed | Discussion Complete | <p>06/26/01: Opened; Verizon indicated that the issue is under investigation and that they need additional information (In/Out EDI files) from KPMG Consulting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide EDI In/Out files to Verizon. ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. <p>07/03/01: KPMG Consulting provided Verizon with the additional information (In/Out EDI files). Verizon indicated that the issue is under further analysis and they will respond at the next Observation meeting.</p> <p><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>07/10/01: Verizon indicated that the issue is under further analysis</p> | |

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| | | | | <p>and that they will 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 and any follow-up questions at the next Observation meeting. <p>07/17/01: Verizon indicated that they agree with the findings and had applied an enhancement software pack on June 16, 2001 and asked if KPMG Consulting would be able to retest. 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>07/24/01: KPMG Consulting indicated that we retested the planned error and verified the corrections. KPMG Consulting proposed to close the observation at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the issue at the next Observation meeting. <p>07/31/01: Closed</p> | |
| 011 | KPMG Consulting received late Provisioning Completion Messages (PCM) | Closed | Discussion Complete | <p>06/26/01: Opened; Verizon indicated that the issue is under investigation and they will respond at the next Observation meeting.</p> <p><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>07/03/01: Verizon indicated that the issue is under further analysis and they will 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 and any follow-up questions at the next Observation meeting. <p>07/10/01: Verizon indicated that the issue is under further analysis and they will address the issue at the next Observation</p> | |

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| | | | | <p>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 the issue is under further analysis and they will 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 a system condition, which affected six items in Exhibit 1, caused delays. Specifically, a table entry caused the six items to undergo an automatic dial-tone test, which is invalid for these types of orders. A fix was implemented on 5/24. The other four items are still under investigation. Further, Verizon indicated that after adjusting for the six items affected by the system condition, the results would meet the 97% timeliness guideline. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the issue and address any follow-up questions at the next Observation meeting. ▪ Verizon will address the four items under investigation and any follow-up questions at the next Observation meeting. <p>07/31/01: Verizon indicated that they would report on the remaining four items at the next Observation meeting. Further, Verizon indicated that with the system fix in place for the other six items, retesting might be suitable. KPMG Consulting indicated that similar to the other timeliness observations, we would test and observe during production. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the four items under | |

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| | | | | <p>investigation and any follow-up questions at the next Observation meeting.</p> <p>08/07/01: Verizon indicated that they would report on the remaining four items at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the four items under investigation and any follow-up questions at the next Observation meeting. <p>08/14/01: Verizon indicated that the remaining four items were delayed due to the following reasons:</p> <ul style="list-style-type: none"> ▪ Items 5 & 8 – The Provisioning Completion Notices were completed manually. ▪ Item 9 – A Dial Tone test was incorrectly run on this order. ▪ Item 10 –A rep. issued a “billing only” order to update eTRAK in order to maintain the integrity of the database. <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 explain when and why a “billing only” order is issued and if this special order applies to both wholesale and retail transactions in eTRAK. Verizon indicated that a “billing only” order is necessary to maintain the integrity of the eTRAK database. Whenever a rep. issues a “billing only” order, the system does not send an automatic notification back and manual intervention is necessary. With Item 10, the rep. failed to return a manual notification back to KPMG Consulting.</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. ▪ Verizon will investigate and address whether “billing only” orders are issued for both wholesale and retail | |

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| | | | | <p style="text-align: center;">transactions at the next Observation meeting.</p> <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 Verizon has been meeting the timeliness standard (OR-4-05), which states that 97% of PCMs should be received by noon of the next business day. KPMG Consulting proposed to close the observation next week.</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>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: Closed</p> | |
| 012 | KPMG Consulting received unexpected errors from Verizon representatives when submitting Local Service Requests (LSRs) under the LSOG 4.5.1 Business Rules | Closed | Discussion Complete | <p>07/10/01: 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 and any follow-up questions at the next Observation meeting. <p>07/17/01: Verizon indicated that they agree with the findings and that the errors resulted from manual error. All of the 11 PONS have since completed. The representatives responsible for the errors were taken off-line and have received additional training on Verizon's internal methods and procedures and the LSOG 4 business rules. In addition, the types of errors that occurred for each of the items listed in Exhibit 1 are as follows:</p> <ul style="list-style-type: none"> ▪ Items 1, 2, 7, & 9 – TOS related query (provided training to the representatives) | VA Observation Report 12 v2 |

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| | | | | <ul style="list-style-type: none"> ▪ Items 3, 6, & 10 – Queried in error ▪ Items 4, 5, & 8 – UNE-P Migration (provided follow-up training and additional training of LSOG 4) ▪ Item 11 – Miscellaneous error <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting indicated that we would address the issue at the next Observation meeting. <p>07/24/01: KPMG Consulting indicated that we would retest and observe this issue during production through both transaction and process testing and deferred discussion, until August 21, 2001.</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 August 21 Observation meeting. <p>07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001. 08/21/01: KPMG Consulting indicated that we are conducting the production test 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>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</p> | |

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| | | | | <p>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>09/11/01: 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 requested additional information from KPMG Consulting regarding the population of our order size and whether the PONs noted in the observation are samples of errors or the actual.</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>10/09/01: KPMG Consulting indicated that an email was sent to Verizon and the VASCC stating that the current number of errors out of the population of all orders would not result in a “not satisfied” ruling and proposed to leave the observation open through production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>10/16/01: KPMG Consulting indicated that we provided additional detail on the observation and proposed to leave the observation open through production.</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>10/23/01: KPMG Consulting proposed to leave the observation open through production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next | |

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| | | | | <p style="text-align: center;">Observation meeting.</p> <p>10/30/01: KPMG Consulting indicated that we conducted observations and interviews at Verizon’s NMCs during process testing and observed that there is a quality control process in place. In addition, KPMG Consulting observed in production three total errors, an amount that we consider sufficiently low. KPMG Consulting consequently proposed to close the observation, indicating that we would continue to monitor responses to LSRs through production.</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>11/06/01: Closed</p> | |
| 013 | KPMG Consulting observed that orders did not flow-through as expected | Closed | Discussion Complete | <p>07/10/01: 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 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.</p> <p><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.</p> <p><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 | <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>know the root cause but is still investigating.</p> <ul style="list-style-type: none"> ▪ 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 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</p> | |

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| | | | | <p>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> <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.</p> <p>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. | |

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| | | | | <ul style="list-style-type: none"> ▪ 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 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. ▪ 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. | |

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| | | | | <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> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>10/23/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production.</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>10/30/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production.</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>11/06/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production.</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>11/13/01: 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</p> | |

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| | | | | <p>Items 14-17 are currently being retested and that we will address them 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>11/20/01: 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 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</p> | |

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| | | | | <p>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 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 | |

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| | | | | <p>meeting.</p> <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> <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: Closed</p> | |
| 014 | KPMG Consulting did not receive accurate and complete Universal Service Order Code (USOC) documentation for expressTRAK | Closed | Discussion Complete | <p>07/10/01: Opened; Verizon indicated that the document noted in the observation is for legacy USOCs and not for eTRAK USOCs. Process documentation for obtaining the eTRAK USOC list is planned for release on July 21, 2001. In addition, Verizon indicated that they have been providing eTRAK USOCs via change control to CLECs that have signed an NDA.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will further investigate and address the issue at the next Observation meeting. <p>07/17/01: KPMG Consulting indicated the following:</p> <ul style="list-style-type: none"> ▪ Account Manager informed KPMG Consulting that the eTRAK USOC list is available through FTP. ▪ According to Change Release #1573, the process documentation for obtaining eTRAK USOCs via FTP should have been available by June 16, 2001. | |

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| | | | | <ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ KPMG Consulting signed a NDA, however, has not received an updated eTRAK USOC list since December 2000. Verizon indicated that the most recent eTRAK USOC list was sent via Change Control during the second week of May and that KPMG Consulting should have received it through the normal Change Control process. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Both Verizon and KPMG Consulting will further investigate and address any follow-up questions at the next Observation meeting. 07/24/01: Verizon indicated that they are still investigating and would like to defer their response until the next Observation meeting. KPMG Consulting confirmed that we had not received any updated eTRAK USOC list since December 2000. In addition, KPMG Consulting asked where we would find documentation related to the process of obtaining the eTRAK USOC list, scheduled for release on 7/21. In addition, KPMG Consulting asked how the 7/21 date relates to Change Control #1573 which indicates 6/16 as the release date. Verizon indicated that the release date has been deferred to August. AT&T asked a clarifying question whether KPMG Consulting is looking for two separate Change Control messages that change the date: one for change from June to July and another for change from July to August. KPMG Consulting concurred. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will further investigate and address any follow-up questions at the next Observation meeting. 07/31/01: Verizon indicated that KPMG Consulting should have received the updated eTRAK USOC list via VA Change Control on 5/30 and 6/18. Further, Verizon indicated that CR #1573 addresses the process of obtaining the eTRAK USOC list and that the availability of the list is discussed | |

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| | | | | <p>during Change Control and Industry Change meetings. KPMG Consulting reiterated that we had not received an updated eTRAK USOC list since December 2000 and that CR #1573 indicates that the list should be available via FTP on 6/16.</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>08/07/01: KPMG Consulting indicated that we obtained a copy of July Industry Change Control Meeting Materials and reviewed updates to CR #1573. However, there is no mention of changed release date of 7/21. According to the documentation, on 6/18 Verizon indicated eTRAK USOCs had been updated with the June 2001 release, and then on 6/20 Verizon changed the status on eTRAK USOC availability to “Requirements Pending.” Although the Industry Change Control Meeting material indicated “requirements pending” for eTRAK USOC availability, KPMG Consulting observed that Verizon’s “USOC Description and Rate Database” documentation was updated sometime after July 31 to state that the file available via FTP contains both Legacy and eTRAK USOCs and provided instructions on obtaining USOCs via FTP. We followed the instructions in the “USOC Description and Rate Database” to obtain the USOC list via FTP and observed that the list does contain both Legacy and eTRAK USOCs, however, it is not a complete list. The new file available via FTP still does not contain the USOC “DTL” for Dial Tone Line as stated in the observation. In addition, KPMG Consulting found that the “USOC Description and Rate Database” documentation does not provide Column Definitions for the eTRAK USOCs.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and address the issue at the | |

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| | | | | <p style="text-align: center;">next Observation meeting.</p> <p>08/14/01: KPMG Consulting indicated that we would defer this issue until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address the issue at the next Observation meeting. <p>08/21/01: KPMG Consulting summarized the overall issue into 3 categories:</p> <ul style="list-style-type: none"> ▪ No eTRAK USOC Updates since December 2000 – KPMG Consulting followed the process and submitted our NDA; however, from Verizon’s perspective, there was no signed NDA with KPMG Consulting. Therefore, KPMG Consulting was not added to the distribution list for the eTRAK USOC updates. ▪ Resolution – Verizon indicated that KPMG Consulting has been added to the distribution list; however, KPMG Consulting may not receive any additional eTrak USOC updates since the new FTP process is in place. In addition, to ensure that future CLEC requests are processed appropriately, a new process is now in affect. CLECs must work through their respective Account Managers to be included in the distribution list. ▪ Change Control Notifications – There appears to be three different dates associated with the eTRAK USOC retrieval process via FTP: <ul style="list-style-type: none"> ▪ The CR #1573 indicates that the new process should be available on 6/18. ▪ On 6/20, a change was made to CR #1573 to indicate that the new process is scheduled for August. ▪ During VA Observation calls, Verizon indicated the new process should be ready on 7/21. ▪ Resolution – KPMG Consulting indicated that the | |

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| | | | | <p>7/21 date was an internal Verizon release date, which Verizon shared during the Observation calls. The public date for the new process was originally 6/18 and then revised to August. The new FTP process for obtaining eTRAK USOC is now in affect and has been discussed in the CR meetings with CLECs.</p> <ul style="list-style-type: none"> ▪ eTRAK USOC Materials on the Web – The document KPMG Consulting referenced during the 8/7 Observation call, “USOC Description and Rate Database,” was obtained from the Verizon website. However, according to Verizon this document is a “test version” that was posted to the web site prematurely. <p>Resolution – Verizon indicated that the new FTP process is now in affect and the “official” documents are available for KPMG Consulting to download and verify.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address the issue at the next Observation meeting. <p>08/28/01: KPMG Consulting recapped the 3 major categories from last week’s call and indicated that the eTRAK USOC update notification was e-mailed to us on 6/18. In addition, we confirmed that the new FTP process is available on the web site and that we followed the instructions to obtain the new eTRAK USOC material. However, we had additional questions regarding the new material:</p> <ul style="list-style-type: none"> ▪ “USOC Description and Rate Database” – Following the FTP instructions available on the website, KPMG Consulting obtained a copy of the new “USOC Description and Rate Database” document and noted that instructions for both Legacy and eTRAK USOC files, and document change summary were available. However, we noted that | |

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| | | | | <p>the instructions on how to parse and segment the columns of the eTRAK USOC file are not available; making it difficult to correctly export the eTRAK USOC list in a proper format.</p> <ul style="list-style-type: none"> ▪ Missing “DTL” USOC – KPMG Consulting indicated that the “DTL” USOC is still missing in the new eTRAK USOC list. Verizon indicated that “DTL” is not included in the eTRAK USOC list because “DTL” is not required on LSRs; however, it can be seen on CSRs. <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and address the issue at the next Observation meeting. <p>09/04/01: Verizon indicated that they would like to defer this Observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon 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: Verizon proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>10/09/01: Verizon indicated that an incorrect file format was posted to the Verizon website and will provide dates for when this will be corrected and when KPMG Consulting can begin retesting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>10/16/01: Verizon indicated that they will correct the incorrect file</p> | |

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| | | | | <p>format posted to the Verizon website and that in order to help CLECs, they will add a file description for the ExpressTRAK USOC file format, both of which will take place in November.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue in November, when the changes to the website will have taken place. <p>10/23/01: KPMG Consulting indicated that we would verify the correct file format and the additional file description that Verizon will post to the website in November.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue on November 13, 2001 when the changes to the website will have taken place. <p>10/30/01: Deferred until the November 13, 2001 Observation meeting.</p> <p>11/06/01: Deferred until the next Observation meeting.</p> <p>11/13/01: KPMG Consulting indicated that we downloaded what we presumed to be the most recent version of the USOC documentation and are currently analyzing it. Verizon indicated that this USOC documentation has not yet been updated and that they plan to do so this week. KPMG Consulting indicated that we would review the documentation once it has been updated and address it at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the documentation once it has been updated and address the issue at the next Observation meeting. <p>11/20/01: KPMG Consulting inquired as to whether or not Verizon had updated the USOC documentation. Verizon indicated that the USOC documentation had been updated on the Verizon website. KPMG Consulting indicated that we are currently reviewing the updated documentation</p> | |

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| | | | | <p>and that we are able to confirm that the file description is included in the documentation. 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 the list originally did not distinguish between legacy and expressTRAK is currently divided into three files: a legacy file, an expressTRAK file and a file change log. In regard to the incomplete USOC list, KPMG Consulting indicated that the USOC VT6DX is now available in the expressTRAK document and that the USOC DTL is not required to appear in the USOC list, because it is only seen on CSRs, not LSRs. In addition, KPMG Consulting indicated that the file layout instructions, which were originally only for legacy files, are now for both legacy and expressTRAK files. 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. <p>12/04/01: Closed</p> | |
| 015 | Unbundled Port Usage quantities for Originating Minutes of Use were incorrectly applied and billed to KPMG Consulting CLEC | Closed | Discussion Complete | <p>07/17/01: Opened; Verizon indicated that they agree with the findings. They indicated that there was an under-billing situation where category 11 was omitted from the bills. This was corrected on July 7, 2001. VASCC asked if an announcement was made to the CLECs. Verizon responded that they would investigate and address the issue at the next Observation meeting.</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. <p>07/24/01: KPMG Consulting confirmed that category 11 had been</p> | |

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| | | | | <p>omitted from the bills. KPMG Consulting proposed to defer this issue until the DUF retest in August.</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 Observation meeting following the DUF retest in August 2001. <p>07/31/01: Deferred until August DUF retest. 08/07/01: Deferred until August DUF retest. 08/14/01: Deferred until August DUF retest. 08/21/01: KPMG Consulting indicated that we have completed the DUF retest and are now conducting analysis. Since we will not receive the DUF bills until the 5th day after the billing cycle, we proposed to defer until 9/25.</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 Observation meeting to be held on 9/25. <p>08/28/01: Deferred until September 25, 2001. 09/04/01: Deferred until September 25, 2001. 09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting indicated that we did not find variance between expected results and the actual results of the retest and 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. <p>10/09/01: Closed</p> | |
| 016 | KPMG Consulting CLEC has received UNE-P expressTRAK bills from Verizon with unexpected charges for specific call types | Closed | Discussion Complete | 07/17/01: Opened; Verizon indicated that they agree with the findings. They indicated that a fix was implemented on July 7, 2001 and that KPMG Consulting would not see these types of discrepancies in the retest. VASCC asked if the fix is a permanent software fix. Verizon concurred. AT&T asked if the fix was in retrospect or for future | |

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| | | | | <p>occurrences. Verizon responded for future occurrences. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the fixes and address any follow-up questions at the next Observation meeting. <p>07/24/01: KPMG Consulting proposed to defer this issue until the DUF retest in August. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the Observation meeting following the DUF retest in August 2001. <p>07/31/01: Deferred until August DUF retest. 08/07/01: Deferred until August DUF retest. 08/14/01: Deferred until August DUF retest. 08/21/01: KPMG Consulting indicated that we have completed the DUF retest and are now conducting analysis. Since we will not receive the DUF bills until the 5th day after the billing cycle, we proposed to defer until 9/25. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any clarification questions at the Observation meeting to be held on 9/25. <p>08/28/01: Deferred until September 25, 2001. 09/04/01: Deferred until September 25, 2001. 09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting indicated we did not find incorrect items during the retest and proposed to close the observation. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>10/09/01: Closed</p> | |

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| 017 | KPMG Consulting observed inconsistencies in the Verizon Pre-Order EDI Guide - Version 4.6.1. | Closed | Discussion Complete | <p>07/17/01: 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>07/24/01: 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 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>08/07/01: Verizon indicated they agree with the findings and they plan to post Change Control #2182 on 8/10 addressing the issue and would like to defer the discussion until then. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the Change Control address the issue at the next Observation meeting. <p>08/14/01: KPMG Consulting indicated that the Change Control #2182 resolves most of documentation discrepancies noted in the observation; however, we will retest discrepancies that required a mapping update. Mapping update items are: 6, 10, and 14. In addition, there remains a discrepancy for Item 17. The EDI guidelines have been updated, however, the example is still incorrect. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will review the Item 17 and address the issue at the next Observation meeting. <p>08/21/01: Verizon indicated that they agreed with KPMG Consulting’s assessment of Item 17 and plan to issue a CR on 8/23. <u>Action Items:</u></p> | |

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| | | | | <ul style="list-style-type: none"> 08/28/01: KPMG Consulting will investigate and address the issue at the next Observation meeting. 08/28/01: KPMG Consulting indicated that we reviewed CR #2226 issued on 8/23 and do not have outstanding discrepancies and proposed to close the observation. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 09/04/01: Closed | |
| 018 | KPMG Consulting observed inconsistencies in the Verizon Order EDI Guide - Version 4.6.1. | Closed | Discussion Complete | <ul style="list-style-type: none"> 07/17/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. 07/24/01: Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. 07/31/01: Verizon indicated they agree with the findings. They indicated a bulletin will be released on 8/2 that will clarify the issues identified in this observation and would like to defer the discussion until then. In addition, a new release of the EDI Guide version 4.7 will be available. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will verify and address any follow-up questions at the next Observation meeting. 08/07/01: KPMG Consulting indicated that we received the Change Control bulletin last week; we are still reviewing it and would like to defer the discussion until next week. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address any follow-up questions at the next Observation meeting. 08/14/01: KPMG Consulting indicated that the Change Control #2169 resolves most of items noted in the observation; | |

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| | | | | <p>however, we will retest Item 2, which is related to mapping update. In addition, the following items still have discrepancies: 5, 9, 10, and 11. For all of these items, the primary section in the EDI guidelines was updated, but the secondary section was not.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will review the Items 5, 9, 10, & 11 and address the issue at the next Observation meeting. <p>08/21/01: Verizon indicated that they agreed with KMG Consulting’s assessment of Items 9, 10, & 11 and plan to issue CR #2183 on 8/23. However, Verizon disagreed with our assessment of the Item 5. The two fields (Accept and Reject) on the ERR form are applicable to Web GUI only and not for EDI. A clarification comment was made on the EDI Guide v.4.7 released on 8/15.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the new EDI Guide and address the issue at the next Observation meeting. <p>08/28/01: KPMG Consulting indicated that we reviewed CR #2183 issued on 8/23 and do not have outstanding discrepancies. In addition, we agreed that the comment added to the EDI Guide v4.7 addresses the final discrepancy and 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. <p>09/04/01: Closed</p> | |
| 019 | Unbundled Switching and Transport Usage rates were incorrectly applied and billed to the KPMG Consulting CLEC on Verizon Virginia CABS bills | Closed | Discussion Complete | <p>07/17/01: Opened; Verizon indicated that they agree with the findings that wrong rates had been applied. However, some of KPMG Consulting’s expected rates were not calculated correctly:</p> <ul style="list-style-type: none"> ▪ Item 1: Expected Rate & Actual Rate should be zero until the proposed rate is approved by the commission | |

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| | | | | <ul style="list-style-type: none"> ▪ Item 2 & 3: KPMG Consulting’s Expected Rate is accurate and they have been corrected on 7/1 CABS bills ▪ Item 4 & 5: Actual Rate on the bill is accurate, however, it was not posted on the website correctly <p>Further, Verizon indicated that credits will be issued to CLECs for any overcharges and will respond at the next Observation call as to when CLECs should expect credit in their bills and when updates will be made to the website.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will report as to when CLECs should expect credit in their bills and when updates will be made to the website at the next Observation meeting. <p>07/24/01: Verizon indicated that they do not have the date as to when CLECs should expect credit in their bills. However, updates for rates on the website will be made on Wednesday, July 25, 2001. KPMG Consulting asked when Verizon filed for tariff change for the Item 1 noted in Exhibit 1.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate as to when CLECs should expect credit in their bills and report on when they filed for tariff at the next Observation meeting. ▪ KPMG Consulting will investigate updates to the website and address any follow-up questions at the next Observation meeting. <p>07/31/01: KPMG Consulting confirmed that the website has been updated. Verizon indicated that credits will be applied on September bill and that they had filed for the tariff change on 7/2.</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>08/07/01: KPMG Consulting proposed to defer this issue until DUF</p> | |

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| | | | | <p>re-test. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the Observation meeting following the DUF retest in August 2001. <p>08/14/01: Deferred until August DUF retest. 08/21/01: KPMG Consulting indicated that we have completed the DUF retest and are now conducting analysis. Since we will not receive the DUF bills until the 5th day after the billing cycle, we proposed to defer until 9/25. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any clarification questions at the Observation meeting to be held on 9/25. <p>08/28/01: Deferred until September 25, 2001. 09/04/01: Deferred until September 25, 2001. 09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting found corresponding tariff amounts on both the wholesale website and on the CABs bill during the retest and proposed to close the observation. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>10/09/01: Closed</p> | |
| 020 | KPMG Consulting received late Billing Completion Notices (BCM) | Closed | Discussion Complete | <p>07/24/01: 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>07/31/01: Verizon indicated they agree with the findings. Verizon's responses to the fifteen items in Exhibit 1 are as follows:</p> <ul style="list-style-type: none"> ▪ Items 1 – 4 & 8: Due to a system condition but were corrected on 6/24. This issue was identified | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>by KPMG Consulting (Trouble Ticket #303165) and retested during SRT.</p> <ul style="list-style-type: none"> ▪ Items 5, 6, & 9 – 15: Due to a system condition but were corrected PCM delay on 6/24 (by inference corrected BCM). ▪ Item 7: Rep error. This item was manually returned. Verizon has conducted training sessions with the rep and is providing on-going training to the NMC reps. <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 we had not conducted a retest in SRT of the issues identified in Items 1 – 4, & 8 as indicated by Verizon last week. However, we do intend to retest the issues identified as Items 1 – 6 and 8 – 9 in production. In addition, we requested more information and clarification on Item 7 as to why a rep error occurred.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>08/14/01: Verizon indicated that for Item 7, a rep. issued a “billing only” manual order to correct the eTRAK database, which caused the BCM delay.</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 indicated that the “billing only” question for Observation 11 applies to this observation as well. In addition, we are conducting production testing as well as timeliness analysis and deferred discussion until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>follow-up questions at the next Observation meeting.</p> <ul style="list-style-type: none"> ▪ Verizon will investigate and address whether “billing only” orders are necessary for both wholesale and retail transactions 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 Verizon has been meeting the timeliness standard (OR-4-02) which states that 97% of BCMs should be received by noon of the next business day after receipt of the PCM. KPMG Consulting proposed to close the observation next week.</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>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: Closed</p> | |
| 021 | Verizon did not arrive at coordinated vendor meets at the provided commitment times | Closed | Discussion Complete | <p>07/24/01: 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 and any follow-up questions at the next Observation meeting. <p>07/31/01: 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 and any follow-up questions at the next Observation meeting. <p>08/07/01: Verizon indicated they agree with the findings and identified a need for process improvement. They will re-</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>train the field technicians, update their internal methods and procedures, and provide updated M&Ps.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any follow-up questions at the next Observation meeting. <p>08/14/01: KPMG Consulting indicated that we would like to defer discussion for a couple of weeks until we complete our analysis through observations and interviews. In addition, we had not received M&Ps from Verizon.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any follow-up questions at the next Observation meeting. ▪ Verizon will provide a copy of the new M&Ps before the next Observation meeting. <p>08/21/01: KPMG Consulting indicated that we received the M&Ps and that we will conduct field observations to verify that the new process is in practice.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any follow-up questions at the next Observation meeting. <p>08/28/01: KPMG Consulting indicated that we are conducting field observations and interviews and proposed to defer the discussion until 9/18.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any follow-up questions at the 9/18 Observation meeting. <p>09/04/01: Deferred until September 18, 2001.</p> <p>09/11/01: Meeting cancelled.</p> <p>09/18/01: Meeting cancelled.</p> <p>09/25/01: Meeting cancelled.</p> <p>10/02/01: KPMG Consulting proposed to defer this observation</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>until 10/16. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the October 16th Observation meeting. <p>10/09/01: KPMG Consulting proposed to defer the observation until the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>10/16/01: KPMG Consulting indicated that we conducted vendor meet observations and did not encounter further inconsistencies. Consequently, KPMG Consulting proposed to close the observation at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>10/23/01: Closed</p> | |
| 022 | KPMG Consulting received late Local Service Request Local Responses (LSRLRs) on Non-Flow-Through POTS orders with less than six lines | Closed | Discussion Complete | <p>07/31/01: 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>08/07/01: Verizon indicated they have a partial response to the 14 PONs identified in this observation. Items 1, 4, 5, and 6 are identified and addressed in Observation 6, which is waiting to be verified in production, and they feel that further investigation is not necessary. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the other 10 items at the next Observation meeting. ▪ KPMG Consulting will investigate Verizon’s response and address any follow-up questions at the next Observation meeting. <p>08/14/01: KPMG Consulting indicated we agree with Verizon that</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>the Items 1, 4, 5, and 6 are identified in Observation 6 and we understand the cause; however, they are still included in this observation and will be tested during production. Verizon indicated the other 10 items were delayed because these orders were not assigned within the NMC, or were not processed timely. Further, Verizon implemented a new workflow process within the NMC where the production manager sends notification of PONs that are in jeopardy of meeting the due date (DD), and send a note to the team leader in the specific center that has in jeopardy DD. This process has been implemented in the following NMCs: Falls Church, Silver Springs, Virginia Beach, and Chesapeake. In addition, Verizon indicated that they gave their customer services representatives verbal retraining.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address any follow-up questions at the next Observation meeting. <p>08/21/01: KPMG Consulting indicated we would verify the new process in practice during the upcoming process interviews and observations as well as a retest of LSRLR timeliness in production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address 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 would keep the observation open until we have conducted NMC interviews for our process test. KPMG Consulting also</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>noted that Verizon is currently passing metric OR-1-04. <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 Verizon is currently passing the 95% standard during production; however, we plan to verify the process changes during the upcoming process interviews and proposed to defer the observation until further analysis. <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 proposed to defer the observation until the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>10/16/01: KPMG Consulting proposed to defer the observation until process testing has been completed. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>10/23/01: KPMG Consulting indicated that we are still in the process of conducting process interviews and will report on the observation after process testing has been completed. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>10/30/01: KPMG Consulting indicated that we conducted observations and interviews at Verizon’s NMCs and</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>observed that there are work-flow processes in place for LSRLRs on Non-Flow-Through POTs LSRs. In addition, KPMG Consulting indicated that we analyzed results during transaction testing and found that Verizon passed the timeliness metric. KPMG Consulting consequently proposed to close the observation, indicating that we would continue to monitor the work-flow processes through production.</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>11/06/01: Closed</p> | |
| 023 | KPMG Consulting observed that Verizon did not schedule a final status call during the June 2001 New Release Testing as per Verizon’s documented process | Closed | Discussion Complete | <p>08/07/01: Opened; Verizon indicated that they disagree with the finding in the observation. During CLEC testing period, Verizon conducts 2 meetings per week. On Friday’s call (6/8), a question was asked whether CLECs felt a Monday call (6/11) would be necessary, to which the CLECs agreed that Tuesday’s call (6/12) would be sufficient and subsequently cancelled Monday call.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address the issue at the next Observation meeting. <p>08/14/01: KPMG Consulting indicated that we attended the Friday call (6/8); however, we do not have a record of Verizon canceling the Monday call (6/11). In addition, Verizon documentation does not indicate that these calls are “negotiable,” and asked if that is the case, whether Verizon was going to update the CLEC handbook. Verizon indicated that KPMG Consulting may not have accurate notes from the call and reiterated that Verizon’s notes indicate that the Monday meeting had been canceled per CLECs’ consensus. Further, Verizon will investigate updating the CLEC handbook to reflect the “negotiated” nature of these CLEC calls.</p> <p><u>Action Items:</u></p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <ul style="list-style-type: none"> 08/21/01: Verizon indicated that changes to the CLEC handbook are not necessary. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will investigate the possibility of updating the documents and address the issue at the next Observation meeting. 08/28/01: KPMG Consulting will address the issue and ask any clarification questions at the next Observation meeting. 08/28/01: KPMG Consulting indicated that although Verizon indicated last week that changes to CLEC handbook are not necessary, there should be a method or process in which CLECs would be notified when these meetings are cancelled. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue and ask any clarification questions at the next Observation meeting. 09/04/01: Verizon indicated that they would like to defer this Observation until next week. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue and ask any clarification questions at the next Observation meeting. 09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: Verizon indicated that they would continue with the documented process of conducting CLEC calls. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 10/09/01: KPMG Consulting indicated that we received Verizon’s response that they would hold scheduled CLEC status calls and subsequently proposed to close the observation. | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>10/16/01: Closed</p> | |
| 024 | KPMG Consulting received late Error Messages (ERRs) on Non-Flow-Through POTS orders with less than six lines | Closed | Discussion Complete | <p>08/07/01: 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 and any follow-up questions at the next Observation meeting. <p>08/14/01: 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 and any follow-up questions at the next Observation meeting. <p>08/21/01: Verizon indicated that they agreed with the findings. As with Observation 22, the ERR messages were delayed because these orders were not assigned within the NMC. The new workflow process at the NMCs where a manager monitors the queues would address the issue.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will conduct process interviews to verify the new workflow and address 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 would keep the observation open until we have conducted NMC</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>interviews/observations for our process test.</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>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting indicated that Verizon is currently passing the 95% standard during production; however, we plan to verify the process changes during the upcoming process interviews and proposed to defer the observation until further analysis.</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>10/09/01: KPMG Consulting indicated that they are currently performing process testing and proposed to defer the observation until 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>10/16/01: KPMG Consulting proposed to defer the observation until process testing has been completed.</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>10/23/01: KPMG Consulting indicated that we are still in the process of conducting process interviews and will report on the observation after process testing has been completed.</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>10/30/01: KPMG Consulting indicated that we conducted</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>observations and interviews at Verizon’s NMCs and observed that there are processes in place for ERRs on Non-Flow-Through POTs LSRs. In addition, KPMG Consulting indicated that we analyzed results during transaction testing and found that Verizon passed the timeliness metric. KPMG Consulting consequently proposed to close the observation, indicating that we would continue to monitor the processes through production.</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>11/06/01: Closed</p> | |
| 025 | KPMG Consulting received late Local Service Request Local Responses (LSRLRs) on Flow-Through orders. | Rescinded | Non Issue | <p>08/07/01: 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 and any follow-up questions at the next Observation meeting. <p>08/14/01: KPMG Consulting rescinded the observation, indicating that these PONs should not have flown-through in the first place.</p> | |
| 026 | KPMG Consulting observed inconsistencies between metric standards specified in the Virginia Carrier-to-Carrier Guidelines and those reported in the Verizon May and June 2001 Aggregate Carrier-to-Carrier reports for Virginia. | Closed | Discussion Complete | <p>08/14/01: 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 and any follow-up questions at the next Observation meeting. <p>08/21/01: Verizon indicated that they agreed with Items 1 – 4 but not Items 5 & 6. The correct standards for Items 1 – 4 should be listed in the July data month report. As for standards noted in Items 5 & 6, they are accurate per footnote 15 in the C2C Guideline. In addition, it appears that the standard for Item 3 is mistakenly listed as <= 7, it should be <= 4.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the July data month | VA Observation Report 26 v2 |

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| | | | | <p>report and footnote 15 in the C2C Guidelines and address any follow-up questions at the next Observation meeting.</p> <p>08/28/01: KPMG Consulting indicated that we agreed with Verizon’s statement regarding Items 3, 5 and 6 and an amendment to the observation would be issued. In addition, we indicated that we would review the July data month report and provide status on Items 1 – 4 next week. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the July data month report and address any follow-up questions at the next Observation meeting. <p>09/04/01: KPMG Consulting indicated that the amended observation has been issued and that Items 1 – 4 have been corrected in the July data month and proposed to close the observation. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: Closed</p> | |
| 027 | Verizon failed to use the proper codes when provisioning switch translations. | Closed | Discussion Complete | <p>08/21/01: Opened; Verizon indicated that they agreed with Items 2 & 5 but not Items 1, 3, & 4. Items 2 & 5 resulted from a rep. error. The rep. typed in an incorrect hunting sequence. Verizon verbally reinforced the importance of ordering hunting type scenarios with the rep. As for Item 1, code for 900 blocking is “90M” not “97M.” As for Items 3 & 4, KPMG Consulting’s expected codes are not the orders KPMG Consulting placed. The PONs are processed correctly according to the request. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review and address any follow-up questions at the next Observation meeting. | VA Observation Report 27 v2 |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>08/28/01: KPMG Consulting indicated that we are still reviewing and would like to defer until the next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review and address any follow-up questions at the next Observation meeting. <p>09/04/01: KPMG Consulting indicated that we disagree with Verizon’s response to Items 1, 3, and 4. The code indicated in Item 1, “97M” was provided by Verizon, not “90M” as indicated on the Observation call. As for Items 3 and 4, because these items are complex and would be handled better in written form, we requested that Verizon provide us with the detail on the specifics of their disagreement with our assessment. Verizon requested that we provide them with the documentation (USOC code-Switch Programming code translation worksheet) that we used to conduct the validation regarding the “97M” code.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide the documentation to Verizon that provided the code for 900 blocking. ▪ Verizon will provide the reason for the disagreement with Items 3 and 4 in writing. <p>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled.</p> <p>10/02/01: KPMG Consulting indicated that Issues 1, 2, and 5 remain open. During previous Observation meetings, Verizon indicated the correct code for Issue 1 is “90M,” however, the correct code is “90L.” In addition, KPMG Consulting indicated that the observation had incorrectly named the code as “97M” and would revise the observation. Subsequently, Issue 1 would be retested. Issues 2 and 5 would be verified during upcoming follow-up process tests. Items 3 and 4 would be taken out to reflect that the PONs were processed correctly.</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will amend the observation and address any follow-up questions at the next Observation meeting. <p>10/09/01: KPMG Consulting indicated that we are working on an updated version of the observation and that we are planning to retest after October 22, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will issue an updated version of the observation and address any follow-up questions at the October 23 Observation meeting. <p>10/16/01: KPMG Consulting indicated that we issued a revision of the observation and that we would begin retest activities after October 22, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address any follow-up questions at the next Observation meeting. <p>10/23/01: Verizon indicated that they had no further response to the observation, given the second revision. KPMG Consulting indicated that we would continue our testing activities.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address any follow-up questions at the next Observation meeting. <p>10/30/01: KPMG Consulting indicated that we would continue our testing activities and proposed to defer the observation until the November 13, 2001 Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the November 13, 2001 Observation meeting. <p>11/06/01: KPMG Consulting indicated that we would continue our testing activities and proposed to defer the observation until 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 | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p style="text-align: center;">Observation meeting.</p> <p>11/13/01: KPMG Consulting indicated that we would continue our testing activities and report on them next week. In addition, KPMG Consulting proposed to defer the observation until our documentation request is received. Verizon indicated that the documentation requested would be delivered by COB November 14, 2001. KPMG Consulting indicated that we would review the documentation and address it at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the documentation and address the issue at the next Observation meeting. <p>11/20/01: KPMG Consulting indicated that we would continue our testing activities and ask any clarifying questions at the next Observation meeting. In addition, KPMG Consulting indicated that we would send any necessary updates via email.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will ask any clarifying questions at the next Observation meeting and send any necessary updates via email. <p>11/27/01: KPMG Consulting indicated that Issue 1 was retested, that we found no additional instances of missing codes for “Matrix block 900” and that the issue was consequently resolved; that Issue 2 was retested, that we found no additional instances of incorrect hunting sequences and that the issue was consequently resolved; and that Issue 5 was retested, that we found no additional instances of missing hunting switch translation codes and that the issue was consequently resolved. KPMG Consulting also indicated that if and when we find additional issues, we would either update the observation or escalate it to exception status. WorldCom asked clarifying questions</p> | |

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| | | | | <p>in regard to the number of instances ordered with blocking codes for Issue 1, why Issue 3 had not been escalated to exception status due to its customer-service related nature and the global implications of the findings in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will update the observation if necessary to reflect our findings and address the issue at the next Observation meeting. <p>12/04/01: KMPG Consulting indicated that we would continue to review the observation. AT&T asked a clarifying question in regard to what KPMG Consulting would continue to review. KPMG Consulting indicated that we would continue to review the results of production testing and ask any clarifying questions or provide any necessary updates at the next Observation meeting. Verizon asked a clarifying question in regard to whether or not the observation had been replaced by Exception #8. KPMG Consulting indicated that the observation would be closed if and when the issues raised in this observation are either closed or addressed in an exception.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the results of production testing and address the issue at the next Observation meeting. <p>12/11/01: KMPG Consulting indicated that we completed our testing and, based on the results, 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. <p>12/18/01: Closed</p> | |

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| 028 | KPMG Consulting observed incomplete metric results in the Verizon Virginia May and June 2001 Aggregate Carrier-to-Carrier (C2C) reports. | Closed | Discussion Complete | <p>08/21/01: Opened; Verizon indicated they have partial response. They agreed with Items 1 – 9 and 12 – 15 and would like to defer their response to Items 10, 11, & 16 until the next week. Items 1 – 9 will be reported in the August data month report and Items 12 – 15 will be reported in the July data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the data month reports and address any follow-up questions at the next Observation meeting. ▪ Verizon will address Items 10, 11, & 16 at the next Observation meeting. <p>08/28/01: KPMG Consulting indicated we received the July data month report and began conducting analysis and would report next week. Verizon indicated that they would start reporting on Items 10 and 11 with the November data month report. As for Item 16, Verizon asked if the metric should be PO-08-01 and not OR-08-01. KPMG Consulting agreed and indicated an amendment to the observation would be issued.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review July, August, and November data month reports and address any follow-up questions at the next Observation meeting. ▪ Verizon will address Item 16 at the next Observation meeting. <p>09/04/01: KPMG Consulting indicated that an amended observation has been issued and that Items 12 and 13 are corrected in the June data month report; however, Items 14 and 15 still remain under development. Verizon indicated that they would start reporting on Item 16 sometime in the 4th quarter of this year, but did not have a firm date.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the August data month report for Items 1 – 9 and the November data | VA Observation Report 28 v2 |

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| | | | | <p>month report for Items 10 and 11 and address any follow-up questions at the subsequent Observation meetings.</p> <ul style="list-style-type: none"> ▪ Verizon will address Items 14 and 15 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 Items 1-9 have been corrected in the August data month report. Items 10 and 11 are expected to be corrected in the November data month report. Items 12 and 13 have been corrected in the June data month report. Items 14 and 15 were expected to be corrected in the July data month report; however, they remain in error and we are waiting for further instruction from Verizon. Item 16 is expected to be corrected in the fourth quarter data month report. Verizon indicated that Items 14 and 15 should be corrected in the October data month report. KPMG Consulting indicated that we would defer the observation until we receive the October and November data month reports from Verizon to verify the Items 10, 11, 14, 15, and 16.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October and November data month report for Items 10, 11, and 14 - 16 and address any follow-up questions at the subsequent Observation meetings. <p>10/09/01: Deferred until the end of November. 10/16/01: Deferred until the end of November. 10/23/01: Deferred until the end of November. 10/30/01: Deferred until the end of November. 11/06/01: KPMG Consulting indicated that Items 14 and 15 were reported in the September data month report and are thus compliant. KPMG Consulting asked if Items 10, 11 and</p> | |

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| | | | | <p>16 would be reported in the October or November data month report. Verizon indicated that they would report next week on Items 10, 11, and 16. KPMG Consulting proposed to continue to defer the Observation until the end of November when the October data month report will be available for review.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the November 27, 2001 Observation meeting. <p>11/13/01: Deferred until the November 27, 2001 Observation meeting.</p> <p>11/20/01: KPMG Consulting indicated that we plan to receive the October data month report next week and that we would address it subsequent to our review. KPMG Consulting consequently deferred the observation until December.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report upon its issuance and address the issue at the subsequent Observation meeting. <p>11/27/01: KPMG Consulting indicated that we plan to receive and review the October data month report this week, which will address Items 14 and 15, and that we would address the issue at the next Observation meeting. In addition, KPMG Consulting indicated that Items 10 and 11 would be addressed in the November data month report and that Item 16 would be addressed in the fourth quarter report. Verizon indicated that Item 16 would be addressed in the December data month report, not the fourth quarter report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that as of last week, Items 10, 11, 14, 15 and 16 remain open. KPMG Consulting</p> | |

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| | | | | <p>indicated that Items 14 and 15 were corrected with the September data month report and that Items 10 and 11, which will be addressed in the November data month report, and Item 16, which will be addressed in the fourth quarter data month report, remain outstanding. Verizon indicated that Item 16 would be addressed in the December data month report, not the fourth quarter report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the November and December data month reports upon issuance and address the issue at the subsequent Observation meeting. <p>12/11/01: Deferred until the end of December. 12/18/01: KPMG Consulting indicated that because the fix for the observation extends beyond KPMG Consulting’s window for Metrics replication testing, we would propose to close the observation. AT&T asked a clarifying question in regard to whether or not the observation’s status would be reflected in the final report.</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>01/03/02: Closed</p> | |
| 029 | KPMG Consulting observed that Verizon included test CLEC transactions in the Billing metrics results in the June 2001 Aggregate Carrier-to-Carrier (C2C) reports. | Closed | Discussion Complete | <p>08/21/01: Opened; Verizon indicated they agreed with the findings and they will correct the issue for the August data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any follow up questions at the next Observation meeting. <p>08/28/01: KPMG Consulting indicated that the August data month report would not be available until sometime in September and deferred the observation until then.</p> <p><u>Action Items:</u></p> | |

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| | | | | <ul style="list-style-type: none"> ▪ KPMG Consulting will review the August data month reports and ask any follow up questions in September. <p>09/04/01: Deferred until August data month reports are available. 09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting indicated that we received the August data month report; however, KPMG CLEC test data are still included in the raw data files.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and respond at the next Observation meeting. <p>10/09/01: Verizon indicated that the presence of KPMG CLEC test IDs in the raw data files is normal and that the test IDs should be filtered out for replication.</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>10/16/01: KPMG Consulting indicated that we observed that Verizon has removed the test CLEC IDs from the report. In addition, KPMG Consulting indicated that the inclusion of KPMG CLEC test IDs in the raw data files was acceptable and that we will filter out these test IDs for the replication process. Consequently, KPMG Consulting proposed to close the observation at the next Observation meeting.</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>10/23/01: Closed</p> | |

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| 030 | During the course of testing efforts for PPR16: Maintenance and Repair (M&R) Work Center Support Evaluation and Support, KPMG Consulting observed a lack of documented, site-specific disaster recovery plans at several M&R work centers serving wholesale and resale customers. | Closed | Discussion Complete | <p>10/02/01: Opened; Verizon indicated that they are in the process of gathering documentation KPMG Consulting reported as “missing” and they will report next week. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and respond at the next Observation meeting. <p>10/09/01: Verizon indicated that they are in the process of gathering documentation KPMG Consulting reported as “missing” and will respond at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and respond at the next Observation meeting. <p>10/16/01: KPMG Consulting indicated that we received and reviewed the Verizon documentation we reported as “missing” and will respond at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the issue and ask any clarification questions at the next Observation meeting. <p>10/23/01: KPMG Consulting indicated that we are satisfied with the NTC, NOC/DI and WDRC documentation provided by Verizon. In addition, KPMG Consulting indicated that in the RCMC documentation Verizon does not mention the Richmond testing center. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and address the issue at the next Observation meeting. <p>10/30/01: KPMG Consulting indicated that we received all of the Verizon documentation that we requested and have reviewed all of it with the exception of the updated documentation sent by Verizon subsequent to the last Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the updated | |

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| | | | | <p>documentation sent by Verizon and address the issue at the next Observation meeting.</p> <p>11/06/01: KPMG Consulting indicated that we are waiting to receive the Center Manager Business Continuity Plan documentation. In addition, KPMG Consulting indicated that once we have received the documentation, we would review it and address the issue at the subsequent Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the documentation and address the issue at the subsequent Observation meeting. <p>11/13/01: KPMG Consulting indicated that we have received and reviewed the NTC, NOC/DI, WDRC, RCMC and Center Manager Business Continuity Plan documentation. In addition, KPMG Consulting indicated that we believe that the documentation adequately defines site-specific disaster recovery plans and 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. <p>11/20/01: Closed</p> | |
| 031 | KPMG Consulting received late Rejected responses for pre-orders submitted via the Electronic Data Interface (EDI). | Closed | Discussion Complete | <p>10/02/01: Opened; Verizon indicated that they would like additional information and asked for the 47 PONs that passed the test.</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 provide 47 PONs to Verizon. <p>10/09/01: KPMG Consulting indicated that we provided the 53 PONs to Verizon. Verizon indicated that they compared their own Receipt and Outbound times and calculated an average response time of 4.04 seconds, which satisfies the</p> | |

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| | | | | <p>required Rejected response time of 4.16 seconds as indicated by the PO-1-07 metric in the August report.</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>10/16/01: KPMG Consulting indicated that although Verizon’s experience demonstrates that the required response time was met, we rely on our own experience to determine whether or not standards are met. In addition, KPMG Consulting proposed to keep the observation open throughout transaction testing.</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>10/23/01: KPMG Consulting proposed to leave the observation open through production.</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>10/30/01: KPMG Consulting proposed to leave the observation open through production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide any additional updates at the next Observation meeting. <p>11/06/01: KPMG Consulting proposed to leave the observation open through production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide any additional updates at the next Observation meeting. <p>11/13/01: KPMG Consulting indicated that we would continue to review the observation through production and will provide an update on the status of the observation next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide an update on the | |

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| | | | | <p style="text-align: center;">status of the observation at the next Observation meeting.</p> <p>11/20/01: KPMG Consulting indicated that we would continue to review the observation through production. In addition, KPMG Consulting indicated that in our experience, Verizon has not yet met the PO-1-07 metric. WorldCom asked a clarifying question in regard to the escalation of this Observation to Exception status, which they will send in written form to both KPMG Consulting and the Commission.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the observation and provide any updates at the next Observation meeting. <p>11/27/01: KPMG Consulting indicated that Verizon is currently not passing the PO-1-07 metric, with an average of 4.64 seconds as compared to the September reported retail standard of 4.17 seconds. In addition, KPMG Consulting indicated that we would continue to review the issue. AT&T asked clarifying questions in regard to the calculation of the retail standard and the activities that will follow the retest of the items in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the observation and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that we have no updates to the observation but that we would continue to review the response times 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 continue to review the response times and address the issue at the next Observation meeting. | |

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| | | | | <p>12/11/01: KPMG Consulting indicated that we would continue to review the response times through production and provide any updates at the next Observation meeting. Verizon inquired as to whether or not the observation had been replaced by Exception #8. KPMG Consulting indicated that Observation #31 concerned our experience during production and that Exception #8 concerned our experience during volume testing. Therefore, because the two reports concern different issues, Exception #8 cannot replace Observation #31.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the response times and address the issue at the next Observation meeting. <p>12/18/01: KPMG Consulting indicated that we have no further analysis to conduct due to the end of the production window and, therefore, 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. <p>01/03/02: Closed</p> | |
| 032 | KPMG Consulting observed differences in the assignment of special circuit troubles to Network Technicians between resale and retail customers. | Closed | Discussion Complete | <p>10/02/01: Opened; Verizon indicated that they disagreed with the observation. Verizon indicated that the RRSC volume is small relative to SSC and that it would be just as efficient for RRSC to handle the requests manually. They would consider automatic processing if the volume were large enough. KPMG Consulting indicated that in June, Verizon implied that RRSC would expand the business and service both Wholesale and Retail calls. We requested a timeline from Verizon as to when the expansion would be implemented and if the automation is planned. Verizon indicated that no timeline was available at the moment. COX asked Verizon as to what they consider “large” volume and how large volume would have to get in order to be considered for automatic</p> | |

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| | | | | <p>processing.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon & KPMG Consulting will address the issue at the next Observation meeting. <p>10/09/01: KPMG Consulting indicated that during the interviews we were informed of Verizon’s plans to expand the operations of RRSC and we requested a timeline to indicate at what point RRSC volume would be large enough to require automatic processing of trouble tickets. Verizon indicated that they would respond 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>10/16/01: Verizon indicated that they do not plan to automate processing of RRSC trouble tickets and will automate processing only if management deems it necessary. Furthermore, Verizon indicated that there is no established level of volume that would automatically necessitate automatic processing of tickets.</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>10/23/01: KPMG Consulting indicated that we would continue to monitor the RRSC throughout the remainder of testing and that if we observed any issues regarding trouble ticket processing, we would address them accordingly in a separate observation. 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. <p>10/30/01: Closed</p> | |

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| 033 | KPMG Consulting observed inconsistencies between the trouble entry instructions outlined on the RETAS (Repair Trouble Administration System) “Trouble Ticket Create Request-Create New” screen and the instructions documented in the RETAS User Guide. | Closed | Discussion Complete | <p>10/02/01: Opened; Verizon indicated that they would update the training documentation this week to change the Additional Trouble Information field from “required” to “optional.”</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will provide the updated training documentation to KPMG Consulting. ▪ KPMG Consulting will verify and respond at the next Observation meeting. <p>10/09/01: KPMG Consulting indicated that we received the updated documentation from Verizon and proposed to defer the observation until the next Observation meeting in order to perform a retest.</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>10/16/01: KPMG Consulting indicated that we reviewed the updated documentation from Verizon but noted that this documentation and its online version are inconsistent with one another. Verizon requested that KPMG revise and update the observation to reflect the inconsistencies found between the online and offline versions of the documentation.</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 next Observation meeting. <p>10/23/01: KPMG Consulting indicated that we are in the final stages of revising the observation and would address the issue next week subsequent to the issue of the revision.</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>10/30/01: KPMG Consulting indicated that we revised the observation to reflect the inconsistency found in the online version of the documentation. Verizon indicated</p> | VA Observation Report 33 v2 |

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| | | | | <p>that the online documentation has been updated to eliminate the inconsistency. KPMG Consulting indicated that the link to the documentation did not work when we attempted to access it. Verizon indicated that the link did not work when KPMG Consulting attempted to access it because Verizon was concurrently updating the documentation, which prevented its retrieval.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting indicated that we would attempt to access the documentation again and that we will address the issue at the next Observation meeting. <p>11/06/01: KPMG Consulting indicated that we accessed the online version of the RETAS User Guide and found that it is consistent with both the hard copy of the guide and the RETAS trouble create screen. 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. <p>11/13/01: Closed</p> | |
| 034 | KPMG Consulting was unable to perform Mechanized Loop Tests (MLTs) on numerous Resale lines. | Closed | Discussion Complete | <p>10/02/01: 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>10/09/01: Verizon indicated that KPMG Consulting would need to use appropriate identification to correctly access RETAS.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the issue and ask any clarification questions at the next Observation meeting. <p>10/16/01: KPMG Consulting indicated that we had requested that IDs be set up to allow us to access RETAS both as a UNE and Resale CLEC, to which Verizon responded that the IDs provided could do both. KPMG Consulting replied</p> | |

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| | | | | <p>that we would supply a soft copy of documentation to Verizon.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will supply a soft copy of documentation to Verizon and address the observation at the next Observation meeting. <p>10/23/01: Verizon indicated that their initial response was incorrectly phrased and that it should have conveyed that each ID was set up with a default to either UNE or Resale. Verizon explained that KPMG Consulting was attempting to access RETAS as a UNE CLEC with a Reseller ID and, therefore, could not attain access to the system. In addition, Verizon indicated that CLECs are provided with IDs that work in the same way as those provided to KPMG Consulting. KPMG Consulting requested supporting documentation for Verizon’s assertions and indicated that we would also look for supporting documentation. Verizon indicated that they would look for supporting documentation for their assertions.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting and Verizon will look for supporting documentation and address the issue at the next Observation meeting. <p>10/30/01: KPMG Consulting indicated that we were unable to find any supporting documentation for Verizon’s assertions. Verizon indicated that supporting documentation for their assertions could be found in the student guide under “Administrative Functions” on the Verizon website.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will look at the supporting documentation specified by Verizon and address the issue at the next Observation meeting. <p>11/06/01: KPMG Consulting indicated that we received the documentation forwarded by Verizon, have reviewed it</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>and are satisfied that it supports Verizon’s assertions that the IDs we requested in order to access RETAS both as a UNE and Resale CLEC were set up with a default to either UNE or Resale, and that CLECs are provided with IDs that work in the same way. 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. <p>11/13/01: Closed</p> | |
| 035 | KPMG Consulting observed that Verizon incorrectly sent Local Service Request Local Responses (LSRLRs). | Closed | Discussion Complete | <p>10/02/01: 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>10/09/01: 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>10/16/01: 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>10/23/01: Verizon indicated that they would issue a bulletin to clarify the Business Rules and deliver it to CLECs next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will ask any clarifying questions at the next Observation meeting. <p>10/30/01: KPMG Consulting indicated that we revised the observation and looked for, but were unable to find, the bulletin issued by Verizon to CLECs. Verizon indicated that they were unable to issue the bulletin to CLECs</p> | VA Observation Report 35 v2 |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>during the previous week but that they intend to issue it in the coming week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin upon its issuance and address the issue at the subsequent Observation meeting. <p>11/06/01: KPMG Consulting indicated that we looked for, but were unable to find, the bulletin that Verizon intended to issue subsequent to the last Observation meeting. In addition, KPMG Consulting inquired as to whether or not the bulletin has been issued by Verizon. Verizon indicated that they were unable to issue the bulletin to CLECs during the previous week and that they do not have an estimated date for its issue.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin upon its issuance and address the issue at the next Observation meeting. <p>11/13/01: KPMG Consulting indicated that we looked for, but were unable to find, the bulletin that Verizon intended to issue subsequent to the last Observation meeting. Verizon indicated that the bulletin is currently going through an internal review process. KPMG Consulting indicated that we would review the bulletin upon its issuance 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 the bulletin upon its issuance and ask any clarifying questions at the next Observation meeting. <p>11/20/01: KPMG Consulting indicated that according to Change Request #2325, the ERL on the EU form is no longer a prohibited field in UNE-Pg to UNE-P migrations and 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 | |

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| | | | | <p style="text-align: right;">next Observation meeting.</p> <p>11/27/01: Closed</p> | |
| 036 | KPMG Consulting observed that no public notification was given for a workaround provided by the Verizon Wholesale Customer Care Center (WCCC). | Closed | Discussion Complete | <p>10/02/01: 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 at the next Observation meeting. <p>10/09/01: 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 at the next Observation meeting. <p>10/16/01: 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 at the next Observation meeting. <p>10/23/01: Verizon indicated that they issued Change Request #2279 on October 8, 2001 and participated in a conference call with CLECs on October 12, 2001. In addition, Verizon indicated that map fixes would be implemented with the December release. KPMG Consulting indicated that we reviewed Change Request #2279 and are currently using the new instructions provided by Verizon. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will ask any clarifying questions at the next Observation meeting. <p>10/30/01: KPMG Consulting indicated that we reviewed the flash and followed the new instructions provided by Verizon. In addition, with the use of these new instructions the pre-</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>order transactions passed, and KPMG Consulting consequently proposed to close the observation. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>11/06/01: Closed</p> | |
| 037 | KPMG Consulting has observed that Verizon Account Management documentation is unclear. | Closed | Discussion Complete | <p>10/02/01: 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 at the next Observation meeting. <p>10/09/01: Verizon indicated that they did not agree that the standards outlined in the Verizon Account Management documentation in Exhibit 1 are inconsistent. In addition, Verizon indicated that these standards do not apply to requests submitted via email and, therefore, the items in Exhibit 2 are not held to the standards outlined in the Verizon Account Management documentation. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the issue and ask any clarification questions at the next Observation meeting. <p>10/16/01: KPMG Consulting indicated that from a consistency perspective, we agree with the standards outlined in the three forms of Verizon Account Management documentation. From a completeness perspective, however, KPMG inquired as to whether there was additional documentation outlining standards for requests made via other forms of communication such as email. Verizon indicated that current documentation only addresses requests made via a telephone call. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the issue and ask any clarification questions at the next Observation | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>meeting.</p> <p>10/23/01: KPMG Consulting proposed to defer the observation until 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>10/30/01: KPMG Consulting proposed to defer the observation until 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>11/06/01: KPMG Consulting indicated that the central issue of the observation was the consistency and completeness of Verizon Account Management documentation in regard to response intervals. In addition, KPMG Consulting indicated that the interview summary corrected by Verizon resolves the documentation's inconsistency, and that the standard provided by Verizon for CLEC responses resolves the documentation's incompleteness. 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. <p>11/13/01: Closed</p> | |
| 038 | KPMG Consulting observed that Verizon's Product Interval Guide does not provide complete provisioning intervals for Unbundled Network Elements (UNE). | Closed | Discussion Complete | <p>10/02/01: 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>10/09/01: Verizon indicated that the incorrect UNE Interval Guide had been posted on the website and that the correct document is posted on: http://www22.verizon.com/wholesale/attachments/UNE100401.xls. KPMG Consulting indicated that we would</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>retest, examine the documentation and respond at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the issue and ask any clarification questions at the next Observation meeting. <p>10/16/01: KPMG Consulting indicated that we reviewed the link supplied by Verizon and its corresponding documentation and that the UNE Product Interval Guide is correctly posted on the website. Consequently, KPMG Consulting proposed to close the observation at the next Observation meeting.</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>10/23/01: Closed</p> | |
| 039 | KPMG Consulting observed incomplete metric results in the Verizon July 2001 KPMG CLEC Specific Carrier-to-Carrier (C2C) reports. | Closed | Discussion Complete | <p>10/09/01: Opened; Verizon indicated that Items 1-9 are included in the August data month reports, that partial data for Item 10 is included in the September data month and full data for Item 10 would be included in the October data month reports, that Item 11 would be included in the October data month reports, and that Item 12 would be included in one of the fourth quarter data month reports. KPMG Consulting indicated that we are aware of the presence of Items 1-9 in the August data month reports and proposed to defer the observation until the presence of Items 10-12 in their respective data month reports could be verified.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will defer the observation until the end of November when the October data month reports would be available. <p>10/16/01: Deferred until the end of November. 10/23/01: Deferred until the end of November. 10/30/01: Deferred until the end of November. 11/06/01: KPMG Consulting indicated that Items 10 and 11 were</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>reported in the September data month report and are thus compliant. In addition, KPMG Consulting indicated that Item 12 remains outstanding and asked Verizon when this item will be reported. Verizon stated that it would provide an update 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>11/13/01: Verizon indicated that they are currently waiting for confirmation from their metrics team for Item 12 before it can be reported. 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>11/20/01: KPMG Consulting inquired as to whether or not Verizon had determined the month in which they would report on Item 12. Verizon indicated that the month in which Item 12 would be reported was yet to be determined.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting indicated that we would address the issue at the next Observation meeting. <p>11/27/01: KPMG Consulting indicated that we plan to receive and review the October data month report this week, which will address Item 12. Verizon indicated that Item 12 would be addressed in the December data month report. KPMG Consulting indicated that we would provide any additional updates to the observation at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide any additional updates to the observation at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that we are waiting for the December data month report, which we expect will</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>address Item 12. Verizon confirmed that Item 12 would be addressed in the December data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the December data month upon its issuance and address the issue at the next Observation meeting. <p>12/11/01: Deferred until the end of December.</p> <p>12/18/01: KPMG Consulting indicated that because the fix for the observation extends beyond KPMG Consulting’s window for Metrics replication testing, we would propose 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. <p>01/03/02: Closed</p> | |
| 040 | KPMG Consulting observed that Verizon does not have documented methods and procedures for ADC-Pair Gain (ADC) and Adtran High Bit-Rate Digital Subscriber Loop (HDSL) Remote Units. | Closed | Discussion Complete | <p>10/23/01: Opened.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting and Verizon will address the issue at the next Observation meeting. <p>10/30/01: Verizon indicated that the methods and procedures for Four Wire Digital DS1 Loop South could be found on Verizon’s website, which has been updated.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting indicated that we would review the information on Verizon’s website and address the issue at the next Observation meeting. <p>11/06/01: KPMG Consulting indicated that we are waiting for Verizon to send us the Four Wire Digital DS1 Loop South methods and procedures documentation. Verizon indicated that they are currently in the process of pulling together the documentation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the documentation sent by Verizon and ask any clarifying questions at the next Observation meeting. | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>11/13/01: KPMG Consulting indicated that we are waiting for Verizon to send us the Four Wire Digital DS1 Loop South methods and procedures documentation. Verizon indicated that they would send the documentation via email. KPMG Consulting indicated that we would review the documentation sent by Verizon 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 the documentation sent by Verizon and ask any clarifying questions at the next Observation meeting. <p>11/20/01: KPMG Consulting indicated that we received and reviewed the Four Wire Digital DS1 Loop South methods and procedures documentation and 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. <p>11/27/01: Closed</p> | |
| 041 | KPMG Consulting observed that Verizon's Product Interval Guides do not provide provisioning intervals for UNE-Platform line splitting orders. | Closed | Discussion Complete | <p>10/30/01: Opened; Verizon indicated that on October 29, 2001, the Product Interval Guide was updated and now includes intervals for UNE-Platform line splitting orders.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the documentation and address the issue at the next Observation meeting. <p>11/06/01: KPMG Consulting indicated that we reviewed the Product Interval Guide and that it has been updated to include the intervals for UNE-Platform line splitting orders. 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. <p>11/13/01: KPMG Consulting indicated that we would propose to</p> | |

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| | | | | <p>leave the observation open because the line splitting intervals appear in the Product Interval Guides, but not in the UNE-Platform Guide. Verizon indicated that the intervals are not supposed to appear in the UNE-Platform Guide. KPMG Consulting proposed to close the observation in light of Verizon’s clarification.</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>11/20/01: Closed</p> | |
| 042 | KPMG Consulting observed that Verizon does not adhere to its documented processes for returning rejects for Access Service Requests (ASR). | Closed | Discussion Complete | <p>10/30/01: Opened; Verizon indicated that rejects for ASRs are returned via telephone per documented processes.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting indicated that we would review the documented processes and ask any clarifying questions at the next Observation meeting. <p>11/06/01: KPMG Consulting indicated that we reviewed Verizon’s documented processes for returning rejects for ASRs and that we were unable to find documentation stating that rejects were delivered via telephone. Verizon reiterated that rejects for ASRs are returned per documented processes. In addition, Verizon indicated that the documentation does not specify the delivery of the reject, which is via telephone.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the documented processes and address the issue at the next Observation meeting. <p>11/13/01: KPMG Consulting indicated the CLEC Handbook addresses both electronic and manual processes for returning rejects for LSRs, but not for ASRs. In addition, KPMG Consulting indicated that receiving rejects via telephone for ASRs does not inhibit our ability to complete orders and correct errors. KPMG Consulting consequently proposed to close the observation,</p> | |

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| | | | | <p>indicating that we would provide the ASR information provided by Verizon to our process team.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting and provide the ASR information provided by Verizon to our process team. <p>11/20/01: Closed</p> | |
| 043 | KPMG Consulting received expressTRAK bills from Verizon with unexpected credits for prorated Other Charges and Credits (OCC) charges and Monthly Recurring Charges (MRC). | Closed | Discussion Complete | <p>10/30/01: Opened; Verizon indicated that the unexpected credits are a result of the zero balancing of KPMG test accounts in order to avoid collection on the bills. In addition, Verizon indicated that this was an action specific to KPMG Consulting’s accounts and a test bed artifact.</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>11/06/01: KPMG Consulting indicated that we looked at the July 19, 2001 and August 5 and 19, 2001 bills and observed that the balances are zeroed out. In addition, KPMG Consulting indicated that we observed no unexpected credits on other bills. 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. <p>11/13/01: Closed</p> | |
| 044 | KPMG Consulting observed inconsistencies between the Service Order ID (SOID) on Verizon’s notifications and the SOID on the expressTRAK bill for the same telephone numbers. | Closed | Discussion Complete | <p>10/30/01: 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. <p>11/06/01: Verizon indicated that there is no corresponding field for the SOID on expressTRAK bills and that the SOID that KPMG Consulting cited from the expressTRAK bill was actually a service request field number. In addition,</p> | |

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| | | | | <p>Verizon indicated that through change control, CLECs could request that an SOID field be placed on the expressTRAK bill. KPMG Consulting indicated that we would perform further analysis 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 perform further analysis and ask any clarifying questions at the next Observation meeting. <p>11/13/01: KPMG Consulting indicated that we looked at the expressTRAK documentation and were unable to find documentation stating that the service request field number on the expressTRAK bill should be the same as the SOID on Verizon’s notifications. In addition, KPMG Consulting indicated that there is documentation in Pennsylvania and New Jersey that states that these numbers should be the same. KPMG Consulting proposed to close the observation, as there is no documentation stating that the numbers must be the same.</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>11/20/01: Closed; WorldCom asked a clarifying question regarding the impact of SOID inconsistencies on CLECs.</p> | |
| 045 | KPMG Consulting observed inconsistencies in the Verizon Pre-Order EDI Guide. | Closed | Discussion Complete | <p>10/30/01: Opened; Verizon indicated that they are reviewing the Pre-Order EDI Guide and intend to issue a bulletin to CLECs addressing the issues raised in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin upon its issuance and address the issue at the subsequent Observation meeting. <p>11/06/01: Verizon indicated that they do not agree with the findings for Items 1 and 22 because although the forms are not in a particular order, they only need to correspond to the</p> | VA Observation Report 45 v2 |

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| | | | | <p>Business Rules table of contents, which is the case. A bulletin has been issued to correct Item 2. Verizon indicated that they do not agree with the findings for Item 3 because the Parsing Rules for Custom Calls field defined in the EDI Guide actually represents the Feature Function Available field, which is defined in Appendix 2.16. A change request will be issued the week of November 26, 2001 for Items 4-6, 8, 10-15, 17-21, 23 and 24. Bulletin #2312 will be issued the week beginning November 12, 2001 to provide an interim workaround for Item 16; in addition, an EDI mapping change will be issued on December 15, 2001 to resolve Item 16. For Item 7, Verizon indicated that this error resulted from a manual error. A sample change log will be manually generated for Item 7. Bulletin #2252 will be issued on November 12, 2001 to correct Item 9.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletins, change request, EDI mapping change and sample log change when they are issued. In addition, KPMG Consulting will investigate the items that remain open and address the issue at the next Observation meeting. <p>11/13/01: KPMG Consulting indicated that we accept Verizon's response to Items 1 and 22 that the forms are not in a particular order, that their position should correspond with the Table of Contents only, and that the Business Rules and the Verizon Pre-Order EDI Guide correspond with the Table of Contents. We will look for the bulletin(s) to be issued the week of November 26, 2001 to clarify Items 2, 4-6, 8, 10-15, 17-21, 23 and 24 and have a response at the subsequent Observation meeting. We accept Verizon's response to Item 3 that the actual field defined in the Verizon Pre-Order EDI Guide represents the Feature Function Availability and that Appendix 2.16 further defines this field. For Item 7, KPMG Consulting</p> | |

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| | | | | <p>indicated that Verizon indicated that the error was a manual error and that a sample change log would be manually generated. Change Request #2252, issued on October 11, 2001, resolved Item 9. We proposed to defer our response to Item 16 until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin(s) to be issued the week of November 26, 2001 and address Items 2, 4-6, 8, 10-15, 17-21, 23 and 24 at the subsequent Observation meeting; revise the observation to reflect the issuance of the bulletin(s), our acceptance of Verizon’s responses for Items 1, 3, and 22, the sample change log to be manually generated for Item 7 and the Change Request issued for Item 9; and address Item 16 at the next Observation meeting. <p>11/20/01: KPMG Consulting indicated that we issued an updated version of the observation in which Items 1, 3 and 22 were rescinded. In addition, KPMG Consulting indicated that Item 2 has been resolved by Bulletin 2319, Item 7 has been resolved by Verizon’s clarification that the TERS field in the ‘CKT_CSAP’ PO1 loop is correct and that the change was inadvertently left out of the v4.7.1 Change Log, and Item 9 has been resolved by Bulletin 2252. Resolution of Items 4, 5, 6, 8, 10-15, 17-21, 23 and 24 is dependent on the planned issuance of a bulletin on November 11, 2001. KPMG Consulting indicated that Bulletin 2312 addresses the actual solution for Item 16, but not an interim solution. KPMG Consulting further inquired as to when an interim solution would be developed for Item 16. Verizon indicated that they would respond to KPMG Consulting’s inquiry regarding an interim solution for Item 16 at the next Observation meeting. Verizon further indicated that Bulletin 2327</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>would be issued on November 11, 2001 to provide resolution to Items 4, 5, 6, 8, 10-15, 17-21, 23 and 24. KPMG Consulting indicated that we would review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting. WorldCom asked a clarifying question regarding the impact of the observation's issues on pre-order development. Verizon will address the interim solution at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting. <p>11/27/01: KPMG Consulting indicated that we are waiting for Bulletin 2327 to be issued and that Item 16 is addressed in Observation #56 and is consequently closed for the purposes of this observation. In addition, KPMG Consulting indicated that we would review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting. <p>12/04/01: KPMG Consulting indicated that Verizon issued Bulletin 2327 on November 29, 2001, which resolved Items 4, 5, 6, 8, 10-15, 17-21, and 23. In addition, KPMG Consulting indicated that Bulletin 2327 did not address Item 24. Verizon indicated that Bulletin 2343 would be issued on December 4, 2001 to address Item 24. KPMG Consulting indicated that we would review Bulletin 2343 upon its 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 review Bulletin 2343 upon | |

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| | | | | <p>its issuance and address the issue at the next Observation meeting.</p> <p>12/11/01: KPMG Consulting indicated that Verizon had issued Bulletin 2343, which removed the POC reference for the LXA Pre-Order, INTMSG field, on December 6, 2001 to resolve Item 24, the only item that remained open in the observation. 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. <p>12/18/01: Closed</p> | |
| 046 | KPMG Consulting observed inconsistencies in the Verizon Order EDI Guide. | Closed | Discussion Complete | <p>10/30/01: Opened; Verizon indicated that they are reviewing the Order EDI Guide and intend to issue a bulletin to CLECs addressing the issues raised in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin upon its issuance and address the issue at the subsequent Observation meeting. <p>11/06/01: Verizon indicated that a bulletin has been issued to change the Order Business Rules and subsequently correct Items 1 and 2. Bulletin #2311 will be issued on November 12, 2001 to correct the Verizon Order EDI Guide and subsequently correct Items 3-5 and 7-19. Bulletin #2234, issued on September 20, 2001, corrected Item 6. Verizon indicated that they do not agree with the finding for Item 20 because the SLN field in RPL EDI Example 3.18 is correct.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletins when they are issued. In addition, KPMG Consulting will investigate the items that remain open and address the issue at the subsequent Observation meeting. <p>11/13/01: KPMG Consulting indicated that we would look for bulletin 2311 to be issued the week of November 12,</p> | |

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| | | | | <p>2001 to clarify Items 1-5 and 7-19. Change Request #2234, issued on September 20, 2001, resolved Item 6. In addition, KPMG Consulting indicated that we have discrepancies with Verizon's disagreement for Item 20 and that we would forward a written response to Verizon to address these discrepancies.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin to be issued the week of November 12, 2001 to clarify Items 1-5 and 7-9; revise the observation to reflect the issuance of the bulletin, the Change Request issued for Item 9 and our discrepancies with Item 20; and forward a written response to Verizon to address our discrepancies with Item 20. <p>11/20/01: KPMG Consulting indicated that Items 1 and 2 have been resolved by Bulletin 2318, Items 3, 5, and 7-19 have been resolved by Bulletin 2311 and Item 6 has been resolved by Bulletin 2234. In addition, KPMG Consulting indicated that we are still reviewing Items 4 and 20, and consequently proposed to defer and address Items 4 and 20 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 only Items 4 and 20 remain under discussion. In addition KPMG Consulting indicated that we issued a written response in regard to these items. For Item 4, KPMG Consulting responded that on page 12 of the EDI Guidelines, the IWJQ field includes qualifying data element SLN DE235=EQ. IWJQ is defined as mapping in the SLN04. CR# 2311 did not address any EDI Guideline changes for the CRS, IWJQ field. In addition, we reviewed the ELMS4 TCIF/EDI Guide (LSOG 4) and TCIF does not depict the RPL, IWJQ field with the 'EQ' qualifier. For Item 20, we have</p> | |

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| | | | | <p>reviewed the ELMS4 TCIF/EDI Guide (LSOG 4) and TCIF does not depict the RPL, IWJQ field with the 'EQ' qualifier. 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. <p>12/04/01: KPMG Consulting indicated that as of last week, only Items 4 and 20 remain open and that a conference call was held to clarify the items. KPMG Consulting indicated that on this conference call, Verizon clarified that the SLN DE235 qualifier "EQ" was noted in the IWJQ field as a reference point to help identify the IWJQ/IWJK relationship and the correct SLN segment to populate the fields, which successfully clarified Verizon's use of the "EQ" qualifier with the IWJQ field. AT&T asked a clarifying question in regard to the nature of the conference call. KPMG Consulting indicated that the conference call was one to which both Verizon and the VASCC were invited and that it was held in order to clarify our interpretation of Verizon's documentation. KPMG Consulting proposed to close the observation at the next Observation meeting.</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>12/11/01: Closed</p> | |
| 047 | KPMG Consulting observed that Verizon did not populate Local Service Request Local Responses (LSRLR) for cancellations according to the LSOG 4.6.1 Business Rules. | Closed | Discussion Complete | <p>11/06/01: Opened; Verizon indicated that they would address the observation at 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>11/13/01: Verizon indicated that they are currently preparing a bulletin for CLECs that will address the population of fields on LSRLRs for cancellations. KPMG Consulting</p> | |

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| | | | | <p>indicated that we would review the bulletin upon issuance and address the issue at the subsequent Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin upon issuance and address the issue at the subsequent Observation meeting. <p>11/20/01: KPMG Consulting indicated that we had not yet received Verizon’s bulletin for CLECs addressing the population of error fields on LSRLRs for cancellations. Verizon indicated that Bulletin 2324 added a footnote to the Business Rule ordering matrix. KPMG Consulting indicated that we would review Bulletin 2324 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 Bulletin 2324 and ask any clarifying questions at the next Observation meeting. <p>11/27/01: KPMG Consulting indicated that we reviewed Bulletin 2324 and that a footnote contained inside of the bulletin indicated which fields should be filled after a cancellation takes place. Consequently, KPMG Consulting proposed to close the observation. AT&T and WorldCom asked clarifying questions in regard to confirmations for cancellations.</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>12/04/01: Closed</p> | |

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| 048 | KPMG Consulting is unable to replicate certain Ordering metrics results that should have been reported by Verizon in the May, June, July and August 2001 Aggregate Carrier-to-Carrier reports. | Closed | Discussion Complete | <p>11/06/01: Opened; Verizon indicated that they would address the observation at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the observation at the next Observation meeting. <p>11/13/01: Verizon indicated that the metrics in the observation would be corrected beginning with the October data month report. KPMG Consulting proposed to defer the observation until the end of November when the October data month report will have been issued. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the end of November when the October data month report will have been issued. <p>11/20/01: KPMG Consulting indicated that we plan to receive the October data month report next week and that we would address it subsequent to our review. KPMG Consulting consequently deferred the observation until December. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report upon its issuance and address the issue at the subsequent Observation meeting. <p>11/27/01: KPMG Consulting indicated that we plan to receive and review the October data month report this week and that we would address the issue at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review 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 an update at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next | VA Observation Report 48 v2 |

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| | | | | <p style="text-align: center;">Observation meeting.</p> <p>12/11/01: KPMG Consulting indicated that we reviewed the October data month report, the October C2C report and the change control, which resolved the metrics discrepancies reported in the observation. Consequently, KPMG Consulting proposed to close the observation. Covad asked a clarifying question in regard to the nature of the problem outlined in the observation and whether or not it had been fixed.</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>12/18/01: Closed</p> | |
| 049 | KPMG Consulting observed that Verizon incorrectly sent Local Service Request Local Responses (LSRLR) for orders containing planned errors. | Closed | Discussion Complete | <p>11/13/01: Opened; Verizon indicated that they would issue a system fix the week of December 15, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will issue a system fix the week of December 15, 2001. <p>11/20/01: KPMG Consulting reiterated that Verizon planned to issue a system fix the week of December 15, 2001. KPMG Consulting consequently proposed to defer the observation until after the system fix is implemented. WorldCom asked a clarifying question regarding the escalation of the Observation to Exception status, which they will send in written form to both KPMG Consulting and the Commission.</p> <p>11/27/01: KPMG Consulting reiterated that Verizon planned to issue a system fix the week of December 15, 2001. KPMG Consulting consequently proposed to defer the observation until after the system fix is implemented.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue subsequent to the issuance of the system fix. <p>12/04/01: Deferred until December 18, 2001. 12/11/01: Deferred until December 18, 2001.</p> | |

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| | | | | <p>12/18/01: KPMG Consulting indicated that we have retested planned errors by submitting LSRs with blank LOCQTY fields and that we have correctly received error responses. 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. <p>01/03/02: Closed</p> | |
| 050 | KPMG Consulting received late ISDN Loop Qualification (LQB) responses for pre-orders submitted via the Electronic Data Interface (EDI). | Closed | Discussion Complete | <p>11/20/01: 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>11/27/01: Verizon indicated that there are no standards for ISDN Loop Qualification responses in the C2C Guidelines and that they determined an average of 10.10 seconds internal response time. KPMG Consulting indicated that we rely on our own experience to determine whether or not standards are met 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>12/04/01: KPMG Consulting indicated that we would continue to review the response times for LQB pre-orders 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>12/11/01: KPMG Consulting indicated that we would continue to review the response times for LQB pre-orders and 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 review the | |

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| | | | | <p>response times for LQB pre-orders and address the issue at the next Observation meeting.</p> <p>12/18/01: KPMG Consulting indicated that we have no further analysis to conduct due to the end of the production window and, therefore, proposed to close the observation. AT&T asked a clarifying question in regard to the closure of the observation as a result of the end of the production window as opposed to other avenues of resolution.</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>01/03/02: Closed</p> | |
| 051 | KPMG Consulting has observed that Verizon sent both Jeopardy notifications (JEOP) and additional Local Service Request Local Responses (LSRLR) to originally confirmed orders. | Closed | 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</p> | |

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| | | | | <p>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 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. <p>01/08/02: Closed</p> | |
| 053 | KPMG Consulting is unable to receive EDI responses to Installation Status Request (ISR) pre-orders. | Closed | Discussion Complete | <p>11/27/01: Opened; Verizon indicated that, in response to trouble ticket #436003, an invalid system time stamp was applied and that this was corrected with a system fix issued on November 17, 2001. In addition, in response to trouble ticket #447472, Verizon indicated that a system fix to be issued on February 16, 2002 would be necessary and that a work-around had been issued on November 26, 2001 to the CLEC community. KPMG Consulting indicated that we would review the work-around and address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to whether or not KPMG</p> | |

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| | | | | <p>Consulting’s analysis would be communicated at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the work-around and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting inquired as to whether or not Verizon had an update on the observation. Verizon indicated that they implemented a system fix on December 8, 2001 for ISR transactions. KPMG Consulting asked a clarifying question in regard to whether or not the system fix was a work-around or the actual system fix. Verizon responded that the system fix was not a work-around. KPMG Consulting indicated that we would perform a retest upon implementation of the system fix and address the issue at the subsequent Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will perform a retest upon implementation of the system fix and address the issue at the subsequent Observation meeting. <p>12/11/01: KPMG Consulting indicated that Verizon had stated that they implemented a system fix for ISR transactions. In addition, KPMG Consulting indicated that we performed a retest and that we were able to receive ISAs (ISR responses). 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. <p>12/18/01: KPMG Consulting indicated that we proposed to close the observation at the last Observation meeting because we were able to successfully submit ISR pre-orders and receive ISAs. However, upon completion of all ISR pre-orders, KPMG Consulting observed that errors occurred in some of the transactions. In addition, KPMG Consulting indicated that we opened a trouble ticket with</p> | |

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| | | | | <p>the WCCC and received a workaround that stated that the ECCKT field should be formatted with periods rather than with slashes. KPMG Consulting inquired as to whether or not this workaround applied to all CLECs. Verizon indicated that the workaround is given on a case-by-case basis and does not apply to all CLECs. KPMG Consulting indicated that we were able to successfully submit ISR pre-orders and receive ISAs while using the workaround. 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. <p>01/03/02: Closed</p> | |
| 054 | KPMG Consulting received invalid time-out notifications for Directory Listing Request (DLR) pre-order inquiries submitted via the Electronic Data Interface (EDI). | Rescinded | Non Issue | <p>11/27/01: Opened; Verizon indicated that in the C2C Guidelines, the 330-second threshold exists for purposes of metrics calculations, not for time-out responses. KPMG Consulting indicated that we would investigate Verizon's response and ask any clarifying questions at the next Observation meeting. AT&T indicated that consensus metrics should be reviewed in order to change the threshold to 60 seconds. VASCC indicated that the 330-second threshold is not a standard but exists for metrics calculation purposes.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate Verizon's response and ask any clarifying questions at the next Observation meeting. <p>12/04/01: Rescinded; KPMG Consulting indicated that, based on Verizon's response to the observation, we reviewed the C2C Guidelines, which state that time-outs are set at 330 seconds for purposes of metrics calculations only. In our observation, we stated that we received invalid time-out notifications because they were received in less than 330 seconds. However, in light of the C2C Guidelines, these</p> | |

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| | | | | responses are no longer considered to be invalid notifications. Consequently, KPMG Consulting has rescinded this observation. | |
| 055 | KPMG Consulting is unable to replicate certain Provisioning (PR) metrics results that have been reported by Verizon in the July 2001 Aggregate Carrier-to-Carrier (C2C) report. | Closed | Discussion Complete | <p>11/27/01: Opened; Verizon indicated that a change control request had been issued and that corrections would be made in the October data month report. KPMG Consulting indicated that we would review the October data month report and address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to the change control request distribution.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review 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 an update 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 reviewed the October data month report, the October C2C report and the change control, which resolved the mapping issues reported in the observation. Consequently, KPMG Consulting proposed to close the observation. Covad asked a clarifying question in regard to the nature of the mapping issues.</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>12/18/01: Closed</p> | VA Observation Report 55 v2 |

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| 056 | KPMG Consulting is unable to receive Electronic Data Interface (EDI) responses for Loop Makeup Inquiry (LMI) pre-orders. | Closed | Discussion Complete | <p>11/27/01: Opened; Verizon indicated that an EDI informational message was sent on November 26, 2001 to distribute a work-around until a system fix is issued on December 15, 2001. KPMG Consulting indicated that we are currently using the work-around 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>12/04/01: KPMG Consulting inquired as to whether or not Verizon had an update to the observation. Verizon indicated that a system fix was implemented on December 8, 2001 for LMI pre-orders. KPMG Consulting asked a clarifying question in regard to whether or not the system fix was a work-around or the actual system fix. Verizon responded that the system fix was not a work-around. AT&T asked a clarifying question in regard to whether or not the system fix is footprint wide or only for Virginia. Verizon indicated that they believed the system fix was footprint wide, but would have to investigate and respond to the question at the next Observation meeting. KPMG Consulting indicated that we would review the system fix, 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"> ▪ Verizon will respond to AT&T's clarifying question at the next Observation meeting. ▪ KPMG Consulting will review the system fix, perform a retest and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that Verizon had indicated that a system fix was implemented for LMI pre-orders. We performed a retest and still experienced translation failures. The translation failure occurred because the LLT field mapping does not satisfy all conditions for the MEA</p> | |

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| | | | | <p>segment. If MEA05 is present, then MEA04 is required for the LLT field. 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 indicated that we had indicated last week that we experienced translation failures due to a mapping issue when submitting LMI pre-orders. This issue has been resolved with Change Control Request #2352, issued December 13, 2001, and we are currently able to successfully submit LMI pre-orders. 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. <p>01/03/02: Closed</p> | |
| 058 | KPMG Consulting is unable to perform Service Recovery requests. | Closed | 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</p> | VA Observation Report 58 v2 |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>address the issue at the next Observation meeting. <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. <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 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. <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: Closed</p> | |
| 059 | KPMG Consulting observed that raw data from the Daily Calls Answered logs were transferred inaccurately to the processed data files ¹ 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. | Closed | 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. <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. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting proposed to defer the | |

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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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>observation until the end of December, when the November data month will have been received.</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 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 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. <p>01/08/02: Closed</p> | |
| 060 | KPMG Consulting observed that Verizon did not adhere to established Metrics change control processes. | Closed | 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: 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 their investigation confirmed that changes were made to filtering instructions in the absence of a change control. In addition, Verizon indicated that they have taken steps to ensure that changes made to the system query process would be made through established</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>Metrics change control processes in the future. KPMG Consulting indicated that we would investigate Verizon's response 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>12/18/01: KPMG Consulting indicated that Verizon indicated at the last Observation meeting that they would issue change control notifications, when necessary, in the future. 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. <p>01/03/02: Closed</p> | |
| 061 | KPMG Consulting is unable to perform Trouble Ticket Close Requests on multiple Private Lines and DS1 circuits. | Closed | Discussion Complete | <p>12/11/01: Opened; Verizon indicated that the items in the observation resulted from missing table entry in a back-end system and that they were corrected on December 5, 2001. 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 completed our retest and found that the online trouble ticket close function worked as stated in the RETAS Student Guide. 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. <p>01/03/02: Closed</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| 062 | KPMG Consulting is unable to perform Automatic Feature Update (AFU) transactions on Plain Old Telephone Service (POTS) lines. | Closed | 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. <p>01/08/02: Closed</p> | 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. | Closed | 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</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>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> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>01/22/02: Closed</p> | |
| 064 | KPMG Consulting observed that Verizon did not populate Installation Status Responses (ISA) according to the LSOG 4.7.1 Pre-Order Business Rules. | Closed | 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.</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <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. <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. <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. <p>01/22/02: Closed</p> | |
| 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. | Closed | 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.</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| | | | | <p>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> <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. <p>01/22/02: Closed</p> | |

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| ACTIVE OBSERVATIONS | | | | | |
| 066 | KPMG Consulting observed that Verizon did not populate Loop Makeup Responses (LMR) according to the LSOG 4.7.1 Pre-Order Business Rules. | Closed | 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 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. <p>01/08/02: KPMG Consulting indicated that we reviewed the December 28, 2001 EDI informational letter, which indicated that the D/TSENT field was sent with an incorrect EDI qualifier value of 037. The informational letter further indicated that this error would be corrected with the release of a February 2002 fix, which would specify the correct EDI qualifier value of 097. 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. <p>01/15/02: Closed</p> | |