

Virginia SCC/Verizon
Active Observation Status Summary – As of 02/12/02

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
068	KPMG Consulting is unable to replicate certain Ordering (OR) metrics results that have been reported by Verizon in the September and October 2001 Aggregate Carrier-to-Carrier (C2C) reports.	Proposed to Close	Discussion Complete	<p>01/15/02: Opened; Verizon proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>01/22/02: Verizon indicated that the ASR data was inadvertently not included in the September and October 2001 C2C reports and that they have initiated internal change controls to resolve this issue. Verizon also indicated that this would be fixed with the December data month. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</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>01/29/02: KPMG Consulting proposed to defer the observation until the next Observation meeting to review any appropriate change control notifications.</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>02/05/02: KPMG Consulting indicated that we reviewed Verizon’s response, which stated that a fix was planned for the December data month, and that we are in the process of retesting. In addition, KPMG Consulting indicated that we would provide an update of our retest activities as soon as one became available. KPMG Consulting indicated that we would address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to KPMG Consulting’s 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>02/12/02: KPMG Consulting indicated that we received Verizon’s change control and performed a retest for the December</p>	

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				<p>data month. KPMG Consulting indicated that we verified that the fix was implemented 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. 	
069	KPMG Consulting was unable to perform Extended Trouble History Request transactions on Plain Old Telephone Service (POTS) lines.	Open	Under Discussion	<p>01/22/02: Opened; Verizon proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>01/29/02: Verizon indicated that there was a production problem that started the third weekend of November and was fixed on December 10, 2001. As a result, Trouble Ticket Histories for UNE-P and Resale POTS circuits were not properly recorded. Verizon indicated that because the production problem concerned UNE-P and Resold POTS, they assumed that the 80% rate of failure was a result of KPMG Consulting's test bed being composed of approximately 80% UNE-P and Resold POTS. 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>02/05/02: KPMG Consulting indicated that on last week's call Verizon explained that there was a production problem that started the third weekend of November and was fixed on December 10, 2001. KPMG indicated that we agree with Verizon that UNE-P and Resale POTS were not properly recorded due to a production problem and that, based on KPMG Consulting's findings, the 80% rate of failure was a result of our test bed being composed of approximately 80% UNE-P and Resale POTS. In addition, KPMG Consulting indicated that of the</p>	

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				<p>transactions sent during our volume testing days, all failed except two, which were sent on November 19 at 7:50am and 8:30 a.m. KPMG Consulting inquired as to whether or not Verizon could provide an actual date and time for the start of the production problem. Furthermore, KPMG Consulting requested either internal or public documentation that outlines the details of the production problem and provides additional information on the December 10, 2001 fix. 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>02/12/02: 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. 	
070	KPMG Consulting observed that Maintenance and Repair (M&R) Special troubles submitted by the KPMG CLEC in October 2001 did not appear on the KPMG CLEC Specific Carrier-to-Carrier (C2C) report.	Open	Under Discussion	<p>01/29/02: Opened; Verizon proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>02/05/02: Verizon indicated that they normally exclude test CLEC IDs from Metrics calculations and that they have made an exception to this for KPMG Consulting by including test CLEC IDs in their calculations. Verizon indicated that they inadvertently excluded the test CLEC ID ZDE on the official test seller ID list. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	

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				02/12/02: KPMG Consulting indicated that we would continue to review the observation and that we would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
071	KPMG Consulting is aware that some Special troubles may have been excluded in the computation of metric results.	Open	Under Discussion	02/12/02: Opened; Verizon indicated that an error did impact the noted metrics. Verizon indicated that a software programming error caused certain trouble reports for Special Services to be excluded from the installation quality measures and the maintenance and repair measures for Resale and unbundled Special Services. Verizon indicated that they have initiated and implemented change controls to address these errors and that they would be corrected in the December data month. KPMG Consulting indicated that we would review Verizon's response and address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	