

Virginia SCC/Verizon
Active Observation Status Summary – As of 02/19/02

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
069	KPMG Consulting was unable to perform Extended Trouble History Request transactions on Plain Old Telephone Service (POTS) lines.	Proposed to Close	Discussion Complete	<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 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</p>	

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				<p>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. <p>02/19/02: KPMG Consulting indicated that we received communication from Verizon, which indicated that the middleware threads between RETAS and LMOS were encountering security issues that blocked transaction execution and that the impact on the Extended Trouble History Request appeared intermittently and deteriorated between November 19, 2001 and November 24, 2001, becoming completely non-functional through December 10, 2001. These issues were addressed with a fix implemented on December 10, 2001. In addition, KPMG Consulting indicated that we confirmed the functionality of the Extended Trouble History Request through the successful execution of 20 Extended Trouble History transactions on February 13, 2002. 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. 	

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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.	Proposed to Close	Discussion Complete	<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. <p>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.</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>02/19/02: KPMG Consulting indicated that the issues addressed in the observation were KPMG Test CLEC-related and that they would not normally arise for CLECs. KPMG Consulting indicated that we reviewed the change controls but are unable to conduct a retest as it would fall outside of the test window. However, because the issue addressed in the observation is specific to the KPMG Test CLEC, 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. 	

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071	KPMG Consulting is aware that some Special troubles may have been excluded in the computation of metric results.	Proposed to Close	Discussion Complete	<p>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.</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>02/19/02: KPMG Consulting indicated that we observed that, based on Exception #15, there were several circuits that should have appeared in the metrics calculations, but did not. In response to this, Verizon informed KPMG Consulting that there were 11 metrics that were affected by these inappropriate exclusions. KPMG Consulting received ad hoc reports and data from Verizon and replicated the updated metric values, and was able to verify that the 12 circuits listed in Exception #15 were now included in the processed data. KPMG Consulting further indicated that although Exception #15 currently contains 13 circuits listed as being inadvertently excluded, there should only be 12; this information will be reflected in an upcoming report. Given the results of this retest, 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. 	

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072	KPMG Consulting is unable to replicate certain Maintenance and Repair (MR) metrics results that have been reported by Verizon in the December 2001 Aggregate Carrier-to-Carrier (C2C) reports.	Open	Under Discussion	02/19/02: Opened; KPMG Consulting indicated that KPMG Consulting inadvertently transposed a figure in the observation. The “Difference” supplied by Verizon in the December 2001 Aggregate C2C report should be 1365, not 1356. KPMG Consulting indicated that we would provide an update to the observation. Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide an update to the observation. ▪ Verizon will address the issue at the next Observation meeting. 	