

Virginia PUC/Verizon
Active Observation Status Summary – As of 6/19/01

| ID | Brief Description | Status | Status Reason | Notes | Additional Documents |
|----------------------------|--|--------|------------------|---|----------------------|
| ACTIVE OBSERVATIONS | | | | | |
| 001 | KPMG Consulting observed discrepancies in the February 2001 release of the Verizon progression test deck version 3.5 LSOG4 documentation | Open | Under Discussion | <p>5/22/01: 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). <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. 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 & DIRTYP fields in DL form, the LSR continues to incorrectly list YPHV/YPH fields in DIR group. <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). 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. 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. | |
| 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 | Open | Under Discussion | <p>5/22/01: Opened; Verizon disagreed with the findings.</p> <p><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</p> | |

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

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| 003 | KPMG Consulting observed conflicting product intervals in documentation found on the Verizon web site for Resale service requests | Deferred | Deferred until June 19, 2001 for further verification | <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. 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. | VA Observation Report 03 v2.pdf |

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| 004 | KPMG Consulting received late Due Date Availability (DDA) responses | Open | Under Discussion | <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 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>VA Observation Report 04 v2.pdf</p> <p>VA Observation Report 04 detail.pdf</p> |
| 005 | KPMG Consulting received late Telephone Number Availability & Reservation (TNA) pre-order responses | Open | Under Discussion | <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 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.</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>VA Observation Report 05 detail.pdf</p> |

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| 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 | Open | Under Discussion | <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. | |