

Virginia SCC/Verizon
Active Observation Status Summary – As of 6/26/01

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	Proposed to Close	Discussion Complete	<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. <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. 	
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	Proposed to Close	Discussion Complete	<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 	

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				<p>information at the next meeting.</p> <ul style="list-style-type: none"> ▪ 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.</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 	

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				<p style="text-align: center;">at the next Observation meeting.</p> <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. 	
003	KPMG Consulting observed conflicting product intervals in documentation found on the Verizon web site for Resale service requests	Proposed to Close	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. 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. 	VA Observation Report 03 v2.pdf

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				<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. 	
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>06/26/01: Verizon indicated that they had experienced a system condition on May 9, 2001 between 4:45 – 5:30 pm, which</p>	<p>VA Observation Report 04 v2.pdf</p> <p>VA Observation Report 04 detail.pdf</p>

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				<p>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. 	
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>06/26/01: Verizon indicated that they had experienced a system condition on May 9, 2001 between 4:45 – 5:30 pm, which</p>	VA Observation Report 05 detail.pdf

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				<p>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. 	
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. <p>06/26/01: Verizon indicated that the new process for manual queue</p>	

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				<p>handling has been implemented. KPMG Consulting asked if the manual queue for SUPs is different from the 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. 	
007	KPMG Consulting cannot complete Resale pre-orders when adhering to Verizon's LSOG 4.5.1 Business Rules documentation	Open	Under Discussion	<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. 	
008	KPMG Consulting received late Daily Usage Feed (DUF) records	Open	Under Discussion	<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. 	
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.	Open	Under Discussion	<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 issues and any follow-up questions at the next Observation meeting. 	

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010	KPMG Consulting observed that Verizon's EDI system returns inaccurate error responses to Local Service Requests (LSR)	Open	Under Discussion	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. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide EDI In/Out files to Verizon. ▪ Verizon will address the issues and any follow-up questions at the next Observation meeting. 	
011	KPMG Consulting received late Provisioning Completion Messages (PCM)	Open	Under Discussion	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> <ul style="list-style-type: none"> ▪ Verizon will address the issues and any follow-up questions at the next Observation meeting. 	