

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 07/03/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
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"> <li>▪ <b>KPMG Consulting</b> will provide the submission date-time group of the transactions to Verizon, and address any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <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&amp;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>	<p>VA Observation Report 04 v2.pdf</p> <p>VA Observation Report 04 detail.pdf</p>

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				<ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will request necessary information to investigate and address any follow-up questions at the next Observation meeting.</li> </ul> <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&amp;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 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"> <li>▪ <b>KPMG Consulting</b> will follow-up and address any questions at the next Observation meeting.</li> </ul>	
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"> <li>▪ <b>KPMG Consulting</b> will provide the submission date-time group of the transactions to Verizon, and address any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul>	VA Observation Report 05 detail.pdf

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				<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 &amp; 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"> <li>▪ <b>KPMG Consulting</b> will request necessary information to investigate and address any follow-up questions at the next Observation meeting.</li> </ul> <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 &amp; 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 timeliness would be tested and carefully observed during</p>	

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				<p>production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will investigate and address any questions at the next Observation meeting.</li> </ul>	
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	Proposed to Close	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"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>Verizon</b> will report on the status of implementing new processes at the next Observation meeting.</li> </ul> <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 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"> <li>▪ <b>KPMG Consulting</b> will verify the changes and address any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>KPMG Consulting</b> will close the observation at the</li> </ul>	

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next Observation meeting.					
007	KPMG Consulting cannot complete Resale pre-orders when adhering to Verizon's LSOG 4.5.1 Business Rules documentation	Deferred	Resume Discussion July 10, 2001	<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"> <li>▪ <b>Verizon</b> will provide status on the change process and address any follow-up questions at the July 10th Observation meeting.</li> </ul> <p>07/03/01: Deferred until July 10, 2001.</p>	
008	KPMG Consulting received late Daily Usage Feed (DUF) records	Proposed to Close	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"> <li>▪ <b>KPMG Consulting</b> will verify the changes, determine if retest is required, and address any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>KPMG Consulting</b> will close the observation at the next Observation meeting.</li> </ul>	
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"> <li>▪ <b>Verizon</b> will address the issues and any follow-up questions at the next Observation meeting.</li> </ul> <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</p>	

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				<p>are corrected in the eTRAK Test Deck version 4.5 (6/22/01). The third item (Scenario #33) is still under investigation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address Item #3 and any follow-up questions at the next Observation meeting.</li> </ul>	
010	KPMG Consulting observed that Verizon's EDI system returns inaccurate error responses to Local Service Requests (LSR)	Open	Under Discussion	<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"> <li>▪ <b>KPMG Consulting</b> will provide EDI In/Out files to Verizon.</li> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul>	
011	KPMG Consulting received late Provisioning Completion Messages (PCM)	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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul>	