

Virginia SCC/Verizon
Active Observation Status Summary – As of 07/17/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
004	KPMG Consulting received late Due Date Availability (DDA) responses	Deferred	Deferred until August 21, 2001 for testing in production	<p>06/12/01: Opened; Verizon indicated that they need additional information such as date and time of the transactions noted in the observation. <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. <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 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. 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>VA Observation Report 04 v2.pdf</p> <p>VA Observation Report 04 detail.pdf</p>

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				<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. <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&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"> ▪ KPMG Consulting will follow-up and address any questions at the next Observation meeting. <p>07/10/01: KPMG Consulting indicated that DDA timeliness would be tested during production and proposed to defer this observation until August 21, 2001. In addition, KPMG Consulting confirmed that Verizon provided a reference to a new document for Verizon East Wholesale Customer Care Center, which details processes related to system conditions.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the August 21 Observation meeting. <p>07/17/01: Deferred until August 21, 2001.</p>	

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005	KPMG Consulting received late Telephone Number Availability & Reservation (TNA) pre-order responses	Deferred	Deferred until August 21, 2001 for testing in production	<p>06/12/01: Opened; Verizon indicated that they need additional information such as date and time of the transactions noted in the observation. <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. <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 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. 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. <u>Action Items:</u></p>	VA Observation Report 05 detail.pdf

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				<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. <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 & 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 production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address any questions at the next Observation meeting. <p>07/10/01: KPMG Consulting indicated that the C2C Guidelines do not specify the use a Retail Composite metric to measure Telephone Number Availability timeliness, rather it states to use the metric, PO-1-05. In addition, KPMG Consulting indicated that TNA timeliness would be tested during production and proposed to defer this observation until August 21, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the August 21 Observation meeting. <p>07/17/01: Deferred until August 21, 2001.</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	Deferred	Deferred until August 21, 2001 for testing in production	<p>06/12/01: Opened; Verizon indicated that this issue is under investigation and will be ready to respond at the next Observation meeting. <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. <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 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. <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. <p>07/03/01: KPMG Consulting indicated SUPs would be tested during production and proposed to close the observation next week. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>07/10/01: KPMG Consulting indicated that rather than close this observation, SUPs would be tested during production and</p>	

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				<p>proposed to defer it until August 21, 2001. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the August 21 Observation meeting. <p>07/17/01: Deferred until August 21, 2001.</p>	
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. <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. <p>07/03/01: Deferred until July 10, 2001. 07/10/01: Verizon indicated that Change Control Bulletin #2151 for LSOG 4 was issued and discussed in the Change Control meeting on July 6, 2001. Verizon indicated that in CR #2151, the following two Field notes were added: 1) The CLEC/Reseller should input their Exchange Carrier Code in this field. 2) This field matches or maps to the RSID for Reseller or AECN for CLEC.</p> <p>KPMG Consulting indicated that we have two codes that do not map to each other. KPMG Consulting's ECC is WLAZ and RSID is 9995. Verizon asked if KPMG Consulting brought this issue up on the Change Control call. KPMG Consulting responded that the issue was discussed and Verizon's response was that the codes should not be conflicting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate whether this issue is unique to KPMG Consulting or not and find out if there are similar conditions that may affect other CLECs and 	

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				<p>address any follow-up questions at the next Observation meeting.</p> <p>07/17/01: Verizon reiterated that per Change Control Bulletin #2151, when a CLEC/Reseller uses the Exchange Carrier Code (ECC), the system matches or maps the ECC to the RSID for Reseller or AECN for CLEC. In south, ECC will map to RSID or AECN; in north, ECC will match. The two codes do not need to be identical. VASCC asked if there would be potential problems if an entity was both CLEC and Reseller. Verizon indicated that there would be no potential problem.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address any follow-up questions at the next Observation meeting. 	
008	KPMG Consulting received late Daily Usage Feed (DUF) records	Deferred	Deferred until August 21, 2001 for testing in production	<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. <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"> ▪ KPMG Consulting will close the observation at the next Observation meeting. <p>07/10/01: KPMG Consulting indicated that rather than close this observation, the delivery of DUF records would be re-tested and proposed to defer it until August 21, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the August 21 Observation 	

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				meeting. 07/17/01: Deferred until August 21, 2001.	
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.	Proposed to Close	Discussion Completed	<p>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></p> <ul style="list-style-type: none"> ▪ Verizon will address the issues and any follow-up questions at the next Observation meeting. <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 are corrected in the eTRAK Test Deck version 4.5 (6/22/01). The third item (Scenario #33) is still under investigation. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address Item #3 and any follow-up questions at the next Observation meeting. <p>07/10/01: KPMG Consulting verified that items 1 and 2 are corrected as indicated by Verizon last week. Verizon indicated that the finding noted in the last paragraph (Scenario #33) has been corrected with Test Deck version 4.6 (7/9/02). <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will verify the correction for Scenario #33 in the new Test Deck and address any questions at the next Observation meeting. <p>07/17/01: KPMG Consulting verified that Item 3 and the fourth</p>	

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				finding (Scenario #33) are corrected as indicated by Verizon last week. KPMG Consulting proposed to close the observation. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
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 issue and any follow-up questions at the next Observation meeting. 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. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. 07/10/01: Verizon indicated that the issue is under further analysis and that they will address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. 07/17/01: Verizon indicated that they agree with the findings and had applied an enhancement software pack on June 16, 2001 and asked if KPMG Consulting would be able to retest. KPMG Consulting indicated 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 	

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				Observation meeting.	
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. <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>07/03/01: Verizon indicated that the issue is under further analysis and they will address the issue at the next Observation meeting. <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>07/10/01: Verizon indicated that the issue is under further analysis and they will address the issue at the next Observation meeting. <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>07/17/01: Verizon indicated that the issue is under further analysis and they will address the issue at the next Observation meeting. <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. 	

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012	KPMG Consulting received unexpected errors from Verizon representatives when submitting Local Service Requests (LSRs) under the LSOG 4.5.1 Business Rules	Open	Under Discussion	<p>07/10/01: Opened; 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 and any follow-up questions at the next Observation meeting. <p>07/17/01: Verizon indicated that they agree with the findings and that the errors resulted from manual error. All of the 11 PONS have since completed. The representatives responsible for the errors were taken off-line and have received additional training on Verizon’s internal methods and procedures and the LSOG 4 business rules. In addition, the types of errors that occurred for each of the items listed in Exhibit 1 are as follows:</p> <ul style="list-style-type: none"> ▪ Items 1, 2, 7, & 9 – TOS related query (provided training to the representatives) ▪ Items 3, 6, & 10 – Queried in error ▪ Items 4, 5, & 8 – UNE-P Migration (provided follow-up training and additional training of LSOG 4) ▪ Item 11 – Miscellaneous error <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting indicated that we would address the issue at the next Observation meeting. 	
013	KPMG Consulting observed that orders did not flow-through as expected	Open	Under Discussion	<p>07/10/01: Opened; 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 and any follow-up questions at the next Observation meeting. <p>07/17/01: 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 and any follow-up questions at the next Observation meeting. 	

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014	KPMG Consulting did not receive accurate and complete Universal Service Order Code (USOC) documentation for expressTRAK	Open	Under Discussion	<p>07/10/01: Opened; Verizon indicated that the document noted in the observation is for legacy USOCs and not for eTRAK USOCs. Process documentation for obtaining the eTRAK USOC list is planned for release on July 21, 2001. In addition, Verizon indicated that they have been providing eTRAK USOCs via change control to CLECs that have signed an NDA.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will further investigate and address the issue at the next Observation meeting. <p>07/17/01: KPMG Consulting indicated the following:</p> <ul style="list-style-type: none"> ▪ Account Manager informed KPMG Consulting that the eTRAK USOC list is available through FTP. ▪ According to Change Release #1573, the process documentation for obtaining eTRAK USOCs via FTP should have been available by June 16, 2001. ▪ KPMG Consulting signed a NDA, however, has not received an updated eTRAK USOC list since December 2000. <p>Verizon indicated that the most recent eTRAK USOC list was sent via Change Control during the second week of May and that KPMG Consulting should have received it through the normal Change Control process.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Both Verizon and KPMG Consulting will further investigate and address any follow-up questions at the next Observation meeting. 	

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015	Unbundled Port Usage quantities for Originating Minutes of Use were incorrectly applied and billed to KPMG Consulting CLEC	Open	Under Discussion	<p>07/17/01: Opened; Verizon indicated that they agree with the findings. They indicated that there was an under-billing situation where category 11 was omitted from the bills. This was corrected on July 7, 2001. VASCC asked if an announcement was made to the CLECs. Verizon responded that they would investigate and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate and address the issue at the next Observation meeting. 	
016	KPMG Consulting CLEC has received UNE-P expressTRAK bills from Verizon with unexpected charges for specific call types	Open	Under Discussion	<p>07/17/01: Opened; Verizon indicated that they agree with the findings. They indicated that a fix was implemented on July 7, 2001 and that KPMG Consulting would not see these types of discrepancies in the retest. VASCC asked if the fix is a permanent software fix. Verizon concurred. AT&T asked if the fix was in retrospect or for future occurrences. Verizon responded for future occurrences.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the fixes and address any follow-up questions at the next Observation meeting. 	
017	KPMG Consulting observed inconsistencies in the Verizon Pre-Order EDI Guide - Version 4.6.1.	Open	Under Discussion	<p>07/17/01: Opened; 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 and any follow-up questions at the next Observation meeting. 	

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018	KPMG Consulting observed inconsistencies in the Verizon Order EDI Guide - Version 4.6.1.	Open	Under Discussion	07/17/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue and any follow-up questions at the next Observation meeting. 	
019	Unbundled Switching and Transport Usage rates were incorrectly applied and billed to the KPMG Consulting CLEC on Verizon Virginia CABS bills	Open	Under Discussion	07/17/01: Opened; Verizon indicated that they agree with the findings that wrong rates had been applied. However, some of KPMG Consulting's expected rates were not calculated correctly: <ul style="list-style-type: none"> ▪ Item 1: Expected Rate & Actual Rate should be zero until the proposed rate is approved by the commission ▪ Item 2 & 3: KPMG Consulting's Expected Rate is accurate and they have been corrected on 7/1 CABS bills ▪ Item 4 & 5: Actual Rate on the bill is accurate, however, it was not posted on the website correctly Further, Verizon indicated that credits will be issued to CLECs for any overcharges and will respond at the next Observation call as to when CLECs should expect credit in their bills and when updates will be made to the website. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will report as to when CLECs should expect credit in their bills and when updates will be made to the website at the next Observation meeting. 	