

Virginia SCC/Verizon
Active Observation Status Summary – As of 08/14/01

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. <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"> <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. 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. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will follow-up and address any questions at the next Observation meeting. 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. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the August 21 Observation meeting. 07/17/01: Deferred until August 21, 2001. 07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001. 	

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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.</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 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 	VA Observation Report 05 detail.pdf

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				<p>information to investigate and address any follow-up questions at the next Observation meeting.</p> <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. 07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001.</p>	

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				08/14/01: Deferred until August 21, 2001.	
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 	

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				<p style="text-align: center;">next Observation meeting.</p> <p>07/10/01: KPMG Consulting indicated that rather than close this observation, SUPs would be tested during production 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 meeting. <p>07/17/01: Deferred until August 21, 2001. 07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001.</p>	
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 meeting. <p>07/17/01: Deferred until August 21, 2001.</p>	

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				07/24/01: Deferred until August 21, 2001. 07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001.	
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 issue and any follow-up questions at the next Observation meeting. 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> <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 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 the issue is under further analysis and 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. 07/24/01: Verizon indicated that a system condition, which affected six items in Exhibit 1, caused delays. Specifically, a table entry caused the six items to undergo an automatic dial-tone test, which is invalid for these types of orders. A fix was implemented on 5/24. The other four items are still under investigation. Further, Verizon indicated that after adjusting for the six items affected by the system	

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				<p>condition, the results would meet the 97% timeliness guideline.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate the issue and address any follow-up questions at the next Observation meeting. ▪ Verizon will address the four items under investigation and any follow-up questions at the next Observation meeting. <p>07/31/01: Verizon indicated that they would report on the remaining four items at the next Observation meeting. Further, Verizon indicated that with the system fix in place for the other six items, retesting might be suitable. KPMG Consulting indicated that similar to the other timeliness observations, we would test and observe during production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the four items under investigation and any follow-up questions at the next Observation meeting. <p>08/07/01: Verizon indicated that they would report on the remaining four items at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the four items under investigation and any follow-up questions at the next Observation meeting. <p>08/14/01: Verizon indicated that the remaining four items were delayed due to the following reasons:</p> <ul style="list-style-type: none"> ▪ Items 5 & 8 – The Provisioning Completion Notices were completed manually. ▪ Item 9 – A Dial Tone test was incorrectly run on this order. ▪ Item 10 – A rep. issued a “billing only” order to update eTRAK in order to maintain the integrity of the database. 	

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				<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 next Observation meeting. 	
012	KPMG Consulting received unexpected errors from Verizon representatives when submitting Local Service Requests (LSRs) under the LSOG 4.5.1 Business Rules	Deferred	Deferred until August 21, 2001 for testing in production	<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. <p>07/24/01: KPMG Consulting indicated that we would retest and observe this issue during production through both transaction and process testing and deferred discussion, until August 21, 2001.</p> <p><u>Action Items:</u></p>	

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ACTIVE OBSERVATIONS					
				<ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the August 21 Observation meeting. <p>07/31/01: Deferred until August 21, 2001. 08/07/01: Deferred until August 21, 2001. 08/14/01: Deferred until August 21, 2001.</p>	
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. <p>07/24/01: 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. <p>07/31/01: Verizon indicated they agree with the findings. Verizon's responses to the three items in Exhibit 1 are as follows:</p> <ul style="list-style-type: none"> ▪ Item 1 – The service order was automatically received, however, the LSC (LSRLR) “hung” in the system. NMC staff manually “forced” the response to KPMG Consulting. Verizon does not know the root cause but is still investigating. ▪ Items 2 & 3 – A system condition caused the orders to fall to Level 2. A system fix was implemented on 6/24 to correct the problem. In addition, KPMG Consulting had opened a trouble ticket related to this specific condition and similar orders were subsequently tested in SRT. <p><u>Action Items:</u></p>	VA Observation Report 13 v2.pdf

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				<ul style="list-style-type: none"> 08/07/01: <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 08/07/01: KPMG Consulting indicated that an amended observation has been issued with an additional PON (Item 4). Verizon responded to Item 4 indicating that the information was incorrectly stored in Circuit ID table and that the table was refreshed on 7/25. In addition, Verizon recanted what they said last week and indicated that KPMG Consulting had not conducted a re-test in SRT and that it would be appropriate for KPMG Consulting to proceed with a re-test. KPMG Consulting indicated that it would be re-tested in production and that we would like to know the root cause for error in Item 1. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the root cause for Item 1 at the next Observation meeting. 08/14/01: Verizon indicated that the root cause for Item 1 was that a system condition affected retrieving the confirmation from the retrieval table queue. A system fix was implemented on 6/28 to address this problem. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and any follow-up questions at the next Observation meeting. 	
014	KPMG Consulting did not receive accurate and complete Universal Service Order Code (USOC) documentation for expressTRAK	Open	Under Discussion	<ul style="list-style-type: none"> 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. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will further investigate and address the issue at the next Observation meeting. 07/17/01: KPMG Consulting indicated the following: <ul style="list-style-type: none"> ▪ Account Manager informed KPMG Consulting 	

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				<p>that the eTRAK USOC list is available through FTP.</p> <ul style="list-style-type: none"> ▪ 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. <p>07/24/01: Verizon indicated that they are still investigating and would like to defer their response until the next Observation meeting. KPMG Consulting confirmed that we had not received any updated eTRAK USOC list since December 2000. In addition, KPMG Consulting asked where we would find documentation related to the process of obtaining the eTRAK USOC list, scheduled for release on 7/21. In addition, KPMG Consulting asked how the 7/21 date relates to Change Control #1573 which indicates 6/16 as the release date. Verizon indicated that the release date has been deferred to August. AT&T asked a clarifying question whether KPMG Consulting is looking for two separate Change Control messages that change the date: one for change from June to July and another for change from July to August. KPMG Consulting concurred.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will further investigate and address any follow-up questions at the next Observation meeting. 	

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				<p>07/31/01: Verizon indicated that KPMG Consulting should have received the updated eTRAK USOC list via VA Change Control on 5/30 and 6/18. Further, Verizon indicated that CR #1573 addresses the process of obtaining the eTRAK USOC list and that the availability of the list is discussed during Change Control and Industry Change meetings. KPMG Consulting reiterated that we had not received an updated eTRAK USOC list since December 2000 and that CR #1573 indicates that the list should be available via FTP on 6/16.</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>08/07/01: KPMG Consulting indicated that we obtained a copy of July Industry Change Control Meeting Materials and reviewed updates to CR #1573. However, there is no mention of changed release date of 7/21. According to the documentation, on 6/18 Verizon indicated eTRAK USOCs had been updated with the June 2001 release, and then on 6/20 Verizon changed the status on eTRAK USOC availability to “Requirements Pending.” Although the Industry Change Control Meeting material indicated “requirements pending” for eTRAK USOC availability, KPMG Consulting observed that Verizon’s “USOC Description and Rate Database” documentation was updated sometime after July 31 to state that the file available via FTP contains both Legacy and eTRAK USOCs and provided instructions on obtaining USOCs via FTP. We followed the instructions in the “USOC Description and Rate Database” to obtain the USOC list via FTP and observed that the list does contain both Legacy and eTRAK USOCs, however, it is not a complete list. The new file available via FTP still does not contain the USOC “DTL” for Dial Tone Line as stated in the observation. In addition, KPMG Consulting</p>	

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				<p>found that the “USOC Description and Rate Database” documentation does not provide Column Definitions for the eTRAK USOCs.</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. <p>08/14/01: KPMG Consulting indicated that we would defer this issue until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address the issue at the next Observation meeting. 	
015	Unbundled Port Usage quantities for Originating Minutes of Use were incorrectly applied and billed to KPMG Consulting CLEC	Deferred	Deferred until August DUF Retest	<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. <p>07/24/01: KPMG Consulting confirmed that category 11 had been omitted from the bills. KPMG Consulting proposed to defer this issue until the DUF retest in August.</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 Observation meeting following the DUF retest in August 2001. <p>07/31/01: Deferred until August DUF retest. 08/07/01: Deferred until August DUF retest. 08/14/01: Deferred until August DUF retest.</p>	
016	KPMG Consulting CLEC has received UNE-P expressTRAK bills from Verizon with unexpected charges for specific	Deferred	Deferred until August DUF Retest	<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</p>	

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	call types			<p>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. <p>07/24/01: KPMG Consulting proposed to defer this issue until the DUF retest in August.</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 Observation meeting following the DUF retest in August 2001. <p>07/31/01: Deferred until August DUF retest. 08/07/01: Deferred until August DUF retest. 08/14/01: Deferred until August DUF retest.</p>	
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. <p>07/24/01: 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. <p>07/31/01: 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. <p>08/07/01: Verizon indicated they agree with the findings and they plan to post Change Control #2182 on 8/10 addressing the issue and would like to defer the discussion until then.</p> <p><u>Action Items:</u></p>	

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				<p>08/14/01: KPMG Consulting will review the Change Control address the issue at the next Observation meeting. KPMG Consulting indicated that the Change Control #2182 resolves most of documentation discrepancies noted in the observation; however, we will retest discrepancies that required a mapping update. Mapping update items are: 6, 10, and 14. In addition, there remains a discrepancy for Item 17. The EDI guidelines have been updated, however, the example is still incorrect.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will review the Item 17 and address the issue at the next Observation meeting. 	
018	KPMG Consulting observed inconsistencies in the Verizon 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. <p>07/24/01: 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. <p>07/31/01: Verizon indicated they agree with the findings. They indicated a bulletin will be released on 8/2 that will clarify the issues identified in this observation and would like to defer the discussion until then. In addition, a new release of the EDI Guide version 4.7 will be available.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will verify and address any follow-up questions at the next Observation meeting. <p>08/07/01: KPMG Consulting indicated that we received the Change Control bulletin last week; we are still reviewing it and would like to defer the discussion until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address any follow-up 	

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				<p style="text-align: right;">questions at the next Observation meeting.</p> <p>08/14/01: KPMG Consulting indicated that the Change Control #2169 resolves most of items noted in the observation; however, we will retest Item 2, which is related to mapping update. In addition, the following items still have discrepancies: 5, 9, 10, and 11. For all of these items, the primary section in the EDI guidelines was updated, but the secondary section was not.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will review the Items 5, 9, 10, & 11 and address the issue 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	Deferred	Deferred until August DUF Retest	<p>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:</p> <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 <p>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.</p> <p><u>Action Items:</u></p> <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. <p>07/24/01: Verizon indicated that they do not have the date as to when CLECs should expect credit in their bills. However, updates for rates on the website will be made</p>	

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				<p>on Wednesday, July 25, 2001. KPMG Consulting asked when Verizon filed for tariff change for the Item 1 noted in Exhibit 1.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate as to when CLECs should expect credit in their bills and report on when they filed for tariff at the next Observation meeting. ▪ KPMG Consulting will investigate updates to the website and address any follow-up questions at the next Observation meeting. <p>07/31/01: KPMG Consulting confirmed that the website has been updated. Verizon indicated that credits will be applied on September bill and that they had filed for the tariff change on 7/2.</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>08/07/01: KPMG Consulting proposed to defer this issue until DUF re-test.</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 Observation meeting following the DUF retest in August 2001. <p>08/14/01: Deferred until August DUF retest.</p>	
020	KPMG Consulting received late Billing Completion Notices (BCM)	Open	Under Discussion	<p>07/24/01: 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>07/31/01: Verizon indicated they agree with the findings. Verizon's responses to the fifteen items in Exhibit 1 are as follows:</p> <ul style="list-style-type: none"> ▪ Items 1 – 4 & 8: Due to a system condition but were corrected on 6/24. This issue was identified by KPMG Consulting (Trouble Ticket #303165) 	

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				<p>and retested during SRT.</p> <ul style="list-style-type: none"> ▪ Items 5, 6, & 9 – 15: Due to a system condition but were corrected PCM delay on 6/24 (by inference corrected BCM). ▪ Item 7: Rep error. This item was manually returned. Verizon has conducted training sessions with the rep and is providing on-going training to the NMC reps. <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>08/07/01: KPMG Consulting indicated we had not conducted a retest in SRT of the issues identified in Items 1 – 4, & 8 as indicated by Verizon last week. However, we do intend to retest the issues identified as Items 1 – 6 and 8 – 9 in production. In addition, we requested more information and clarification on Item 7 as to why a rep error occurred.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. <p>08/14/01: Verizon indicated that for Item 7, a rep. issued a “billing only” manual order to correct the eTRAK database, which caused the BCM delay.</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 next Observation meeting. 	
021	Verizon did not arrive at coordinated vendor meets at the provided commitment times	Open	Under Discussion	<p>07/24/01: 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>07/31/01: Verizon indicated that they would address the issue at the next Observation meeting.</p>	

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				<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>08/07/01: Verizon indicated they agree with the findings and identified a need for process improvement. They will re-train the field technicians, update their internal methods and procedures, and provide updated M&Ps.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any follow-up questions at the next Observation meeting. <p>08/14/01: KPMG Consulting indicated that we would like to defer discussion for a couple of weeks until we complete our analysis through observations and interviews. In addition, we had not received M&Ps from Verizon.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any follow-up questions at the next Observation meeting. ▪ Verizon will provide a copy of the new M&Ps before the next Observation meeting. 	
022	KPMG Consulting received late Local Service Request Local Responses (LSRLRs) on Non-Flow-Through POTS orders with less than six lines	Open	Under Discussion	<p>07/31/01: 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>08/07/01: Verizon indicated they have a partial response to the 14 PONs identified in this observation. Items 1, 4, 5, and 6 are identified and addressed in Observation 6, which is waiting to be verified in production, and they feel that further investigation is not necessary.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the other 10 items at the next Observation meeting. ▪ KPMG Consulting will investigate Verizon's 	

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				<p style="text-align: right;">response and address any follow-up questions at the next Observation meeting.</p> <p>08/14/01: KPMG Consulting indicated we agree with Verizon that the Items 1, 4, 5, and 6 are identified in Observation 6 and we understand the cause; however, they are still included in this observation and will be tested during production. Verizon indicated the other 10 items were delayed because these orders were not assigned within the NMC, or were not processed timely. Further, Verizon implemented a new workflow process within the NMC where the production manager sends notification of PONs that are in jeopardy of meeting the due date (DD), and send a note to the team leader in the specific center that has in jeopardy DD. This process has been implemented in the following NMCs: Falls Church, Silver Springs, Virginia Beach, and Chesapeake. In addition, Verizon indicated that they gave their customer services representatives verbal retraining.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address any follow-up questions at the next Observation meeting. 	
023	KPMG Consulting observed that Verizon did not schedule a final status call during the June 2001 New Release Testing as per Verizon's documented process	Open	Under Discussion	<p>08/07/01: Opened; Verizon indicated that they disagree with the finding in the observation. During CLEC testing period, Verizon conducts 2 meetings per week. On Friday's call (6/8), a question was asked whether CLECs felt a Monday call (6/11) would be necessary, to which the CLECs agreed that Tuesday's call (6/12) would be sufficient and subsequently cancelled Monday call.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will investigate and address the issue at the next Observation meeting. <p>08/14/01: KPMG Consulting indicated that we attended the Friday call (6/8); however, we do not have a record of Verizon canceling the Monday call (6/11). In addition, Verizon documentation does not indicate that these calls are</p>	

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				<p>“negotiable,” and asked if that is the case, whether Verizon was going to update the CLEC handbook. Verizon indicated that KPMG Consulting may not have accurate notes from the call and reiterated that Verizon’s notes indicate that the Monday meeting had been canceled per CLECs’ consensus. Further, Verizon will investigate updating the CLEC handbook to reflect the “negotiated” nature of these CLEC calls.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will investigate the possibility of updating the documents and address the issue at the next Observation meeting. 	
024	KPMG Consulting received late Error Messages (ERRs) on Non-Flow-Through POTS orders with less than six lines	Open	Under Discussion	<p>08/07/01: 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>08/14/01: 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. 	
026	KPMG Consulting observed inconsistencies between metric standards specified in the Virginia Carrier-to-Carrier Guidelines and those reported in the Verizon May and June 2001 Aggregate Carrier-to-Carrier reports for Virginia.	Open	Under Discussion	<p>08/14/01: 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. 	