

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
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"> <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 next Observation meeting.</li> </ul> <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>	

Virginia SCC/Verizon  
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				<p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and any follow-up questions at the August 21 Observation meeting.</li> </ul> <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.            08/21/01: KPMG Consulting indicated that we are conducting the production test and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>08/28/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>09/04/01: KPMG Consulting indicated that we are conducting process interviews and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>09/11/01: Meeting cancelled.            09/18/01: Meeting cancelled.            09/25/01: Meeting cancelled.            10/02/01: KPMG Consulting indicated that we will conduct process interviews and proposed to defer the observation until</p>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

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<b>ACTIVE OBSERVATIONS</b>					
				<p>further analysis.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/09/01: KPMG Consulting indicated that we will conduct process interviews and proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that we are still in the process of conducting process interviews and will report on the observation after process testing has been completed.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul>	
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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ Items 1, 2, 7, &amp; 9 – TOS related query (provided training to the representatives)</li> <li>▪ Items 3, 6, &amp; 10 – Queried in error</li> <li>▪ Items 4, 5, &amp; 8 – UNE-P Migration (provided follow-up training and additional training of LSOG 4)</li> </ul>	VA Observation Report 12 v2

Virginia SCC/Verizon  
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				<ul style="list-style-type: none"> <li>▪ Item 11 – Miscellaneous error</li> </ul> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> indicated that we would address the issue at the next Observation meeting.</li> </ul> <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> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and any follow-up questions at the August 21 Observation meeting.</li> </ul> <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> <p>08/21/01: KPMG Consulting indicated that we are conducting the production test and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>08/28/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>09/04/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation</li> </ul>	

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				<p>meeting.</p> <p>09/11/01: Meeting cancelled.</p> <p>09/18/01: Meeting cancelled.</p> <p>09/25/01: Meeting cancelled.</p> <p>10/02/01: KPMG Consulting indicated that a revised observation has been issued. Verizon requested additional information from KPMG Consulting regarding the population of our order size and whether the PONs noted in the observation are samples of errors or the actual.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>10/09/01: KPMG Consulting indicated that an email was sent to Verizon and the VASCC stating that the current number of errors out of the population of all orders would not result in a “not satisfied” ruling and proposed to leave the observation open through production.</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>10/16/01: KPMG Consulting indicated that we provided additional detail on the observation and proposed to leave the observation open through production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul>	
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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <p>07/17/01: Verizon indicated that they would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p>	<p>VA Observation Report 13 v2</p> <p>VA Observation Report 13 v3</p>

**Virginia SCC/Verizon**  
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				<ul style="list-style-type: none"> <li>07/24/01: Verizon will address the issue and any follow-up questions at the next Observation meeting. Verizon indicated that they would address the issue at the next Observation meeting.  <u>Action Items:</u> <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> </li> <li>07/31/01: Verizon indicated they agree with the findings. Verizon’s responses to the three items in Exhibit 1 are as follows: <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Items 2 &amp; 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.</li> </ul> <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> </li> <li>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> </li> </ul>	<p>VA  Observation  Report 13 v4</p>

**Virginia SCC/Verizon**  
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				<ul style="list-style-type: none"> <li>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"> <li>▪ <b>Verizon</b> will address the root cause for Item 1 at the next Observation meeting.</li> </ul> </li> <li>08/21/01: KPMG Consulting asked Verizon to clarify the root cause for Item 1. Verizon indicated that a system condition, defect or “bug” in the table affected the retrieval process of confirmations. This condition was detected internally by Verizon and corrected on 6/28.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> </li> <li>08/28/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> </li> <li>09/04/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> </li> <li>09/11/01: Meeting cancelled.</li> <li>09/18/01: Meeting cancelled.</li> <li>09/25/01: Meeting cancelled.</li> <li>10/02/01: KPMG Consulting indicated that a revised observation</li> </ul>	

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				<p>has been issued. Verizon issued the following responses to Items 5, 6, 8, 9, 13, 14, 17, 18, 19, 20 &amp; 21 in the observation:</p> <ul style="list-style-type: none"> <li>▪ The PON for Item 5 had G as the 3rd character in the TOS (Type of Service) field. On August 21, 2001 Verizon updated the Generic Flow-Through Scenarios and excluded this scenario as flow-through eligible.</li> <li>▪ The PONs for Items 6-8 and 18 were processed manually after they encountered an error in a back-end system. This condition caused the failure of a database look-up. A system fix has been identified and is targeted for a 10/6 release date.</li> <li>▪ The PONs for Items 9-13 were processed manually after they encountered an error in a back-end system. The improper mapping of an ExpressTRAK USOC (R1M) caused this condition. A system fix has been identified and is targeted for a 10/20 release date.</li> <li>▪ The PONs for Items 14-17 were processed manually after they encountered an error in a back-end system. The improper handling of system warning messages caused this condition. Verizon detected this internally and a system fix was implemented on 9/18.</li> <li>▪ For Item 19, the test account was built incorrectly due to one circuit id being typed without the last digit. This resulted in a mismatch between the LSR and CSR, causing the PON to fall for manual handling. The representative corrected the mismatch and the request was processed.</li> <li>▪ The PON for Item 20 was processed manually due to an input error on the LSR, resulting in the incorrect submission of the BTN on the LSR. The listing should have been submitted with BTN</li> </ul>	



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				<p>0239180016, but instead was submitted with BTN 0239180015. The representative corrected this and the request was processed.</p> <ul style="list-style-type: none"> <li>▪ The PON for Item 21 was processed manually after it encountered an error in a back-end system. A system condition caused service orders to be generated with incomplete provisioning information. Verizon detected this condition internally and a system fix was implemented on 9/18.</li> </ul> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/09/01: <b>KPMG Consulting</b> indicated we agreed with Verizon’s response for Items 5, 19 and 20 and will revise the observation. In addition, KPMG Consulting will retest Items 6-18 and 21 after October 20, 2001, when all system fixes should be in place.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will revise the observation and address the issue at the October 23 Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that we issued a revision of the observation and that we will retest Items 6-18 and 21 after October 20, 2001, when all system fixes should be in place.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul>	

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014	KPMG Consulting did not receive accurate and complete Universal Service Order Code (USOC) documentation for expressTRAK	Deferred	Deferred until November	<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"> <li>▪ <b>KPMG Consulting</b> will further investigate and address the issue at the next Observation meeting.</li> </ul> <p>07/17/01: KPMG Consulting indicated the following:</p> <ul style="list-style-type: none"> <li>▪ Account Manager informed KPMG Consulting that the eTRAK USOC list is available through FTP.</li> <li>▪ According to Change Release #1573, the process documentation for obtaining eTRAK USOCs via FTP should have been available by June 16, 2001.</li> <li>▪ KPMG Consulting signed a NDA, however, has not received an updated eTRAK USOC list since December 2000.</li> </ul> <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"> <li>▪ Both <b>Verizon</b> and <b>KPMG Consulting</b> will further investigate and address any follow-up questions at the next Observation meeting.</li> </ul> <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</p>	

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				<p>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&amp;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"> <li>▪ <b>Verizon</b> will further investigate and address any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <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,</p>	

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				<p>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 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"> <li>▪ <b>Verizon</b> will investigate and address the issue at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>KPMG Consulting</b> will investigate and address the issue at the next Observation meeting.</li> </ul> <p>08/21/01: KPMG Consulting summarized the overall issue into 3 categories:</p> <ul style="list-style-type: none"> <li>▪ <b>No eTRAK USOC Updates since December 2000</b> – KPMG Consulting followed the process and submitted our NDA; however, from Verizon’s perspective, there was no signed NDA with KPMG Consulting. Therefore, KPMG Consulting was not added to the distribution list for the eTRAK USOC updates.</li> </ul> <p><b>Resolution</b> – Verizon indicated that KPMG Consulting has been added to the distribution list; however, KPMG Consulting may not receive any</p>	

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				<p>additional eTrak USOC updates since the new FTP process is in place. In addition, to ensure that future CLEC requests are processed appropriately, a new process is now in affect. CLECs must work through their respective Account Managers to be included in the distribution list.</p> <ul style="list-style-type: none"> <li>▪ <b>Change Control Notifications</b> – There appears to be three different dates associated with the eTRAK USOC retrieval process via FTP:           <ul style="list-style-type: none"> <li>▪ The CR #1573 indicates that the new process should be available on 6/18.</li> <li>▪ On 6/20, a change was made to CR #1573 to indicate that the new process is scheduled for August.</li> <li>▪ During VA Observation calls, Verizon indicated the new process should be ready on 7/21.</li> </ul> </li> </ul> <p><b>Resolution</b> – KPMG Consulting indicated that the 7/21 date was an internal Verizon release date, which Verizon shared during the Observation calls. The public date for the new process was originally 6/18 and then revised to August. The new FTP process for obtaining eTRAK USOC is now in affect and has been discussed in the CR meetings with CLECs.</p> <ul style="list-style-type: none"> <li>▪ <b>eTRAK USOC Materials on the Web</b> – The document KPMG Consulting referenced during the 8/7 Observation call, “USOC Description and Rate Database,” was obtained from the Verizon website. However, according to Verizon this document is a “test version” that was posted to the web site prematurely.</li> </ul> <p><b>Resolution</b> – Verizon indicated that the new FTP process is now in affect and the “official” documents are available for KPMG Consulting to download and verify.</p> <p><u>Action Items:</u></p>	

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				<p>08/28/01: KPMG Consulting will investigate and address the issue at the next Observation meeting.</p> <p>08/28/01: KPMG Consulting recapped the 3 major categories from last week’s call and indicated that the eTRAK USOC update notification was e-mailed to us on 6/18. In addition, we confirmed that the new FTP process is available on the web site and that we followed the instructions to obtain the new eTRAK USOC material. However, we had additional questions regarding the new material:</p> <ul style="list-style-type: none"> <li>▪ <b>“USOC Description and Rate Database”</b> – Following the FTP instructions available on the website, KPMG Consulting obtained a copy of the new “USOC Description and Rate Database” document and noted that instructions for both Legacy and eTRAK USOC files, and document change summary were available. However, we noted that the instructions on how to parse and segment the columns of the eTRAK USOC file are not available; making it difficult to correctly export the eTRAK USOC list in a proper format.</li> <li>▪ <b>Missing “DTL” USOC</b> – KPMG Consulting indicated that the “DTL” USOC is still missing in the new eTRAK USOC list. Verizon indicated that “DTL” is not included in the eTRAK USOC list because “DTL” is not required on LSRs; however, it can be seen on CSRs.</li> </ul> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will investigate and address the issue at the next Observation meeting.</li> </ul> <p>09/04/01: Verizon indicated that they would like to defer this Observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue and ask any clarification questions at the next Observation</li> </ul>	

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<b>ACTIVE OBSERVATIONS</b>					
				<p style="text-align: center;">meeting.</p> <p>09/11/01: Meeting cancelled.            09/18/01: Meeting cancelled.            09/25/01: Meeting cancelled.            10/02/01: Verizon proposed to defer the observation until next week.</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>10/09/01: Verizon indicated that an incorrect file format was posted to the Verizon website and will provide dates for when this will be corrected and when KPMG Consulting can begin retesting.</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>10/16/01: Verizon indicated that they will correct the incorrect file format posted to the Verizon website and that in order to help CLECs, they will add a file description for the ExpressTRAK USOC file format, both of which will take place in November.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue in November, when the changes to the website will have taken place.</li> </ul>	
021	Verizon did not arrive at coordinated vendor meets at the provided commitment times	Proposed to Close	Discussion Complete	<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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<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&amp;Ps.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any follow-up questions at the next Observation meeting.</li> </ul> <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&amp;Ps from Verizon.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any follow-up questions at the next Observation meeting.</li> <li>▪ <b>Verizon</b> will provide a copy of the new M&amp;Ps before the next Observation meeting.</li> </ul> <p>08/21/01: KPMG Consulting indicated that we received the M&amp;Ps and that we will conduct field observations to verify that the new process is in practice.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any follow-up questions at the next Observation meeting.</li> </ul> <p>08/28/01: KPMG Consulting indicated that we are conducting field observations and interviews and proposed to defer the discussion until 9/18.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any follow-up questions at the 9/18 Observation meeting.</li> </ul> <p>09/04/01: Deferred until September 18, 2001.</p> <p>09/11/01: Meeting cancelled.</p> <p>09/18/01: Meeting cancelled.</p>	



**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p>09/25/01: Meeting cancelled.</p> <p>10/02/01: KPMG Consulting proposed to defer this observation until 10/16.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the October 16th Observation meeting.</li> </ul> <p>10/09/01: KPMG Consulting proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that we conducted vendor meet observations and did not encounter further inconsistencies. Consequently, KPMG Consulting proposed to close the observation at the next Observation meeting.</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>	
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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <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"> <li>▪ <b>Verizon</b> will address the other 10 items at the next Observation meeting.</li> <li>▪ <b>KPMG Consulting</b> will investigate Verizon’s response and address any follow-up questions at the next Observation meeting.</li> </ul>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<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"> <li>▪ <b>KPMG Consulting</b> will address any follow-up questions at the next Observation meeting.</li> </ul> <p>08/21/01: KPMG Consulting indicated we would verify the new process in practice during the upcoming process interviews and observations as well as a retest of LSRLR timeliness in production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address any follow-up questions at the next Observation meeting.</li> </ul> <p>08/28/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>09/04/01: KPMG Consulting indicated that we would keep the observation open until we have conducted NMC</p>	

Virginia SCC/Verizon  
Active Observation Status Summary – As of 10/16/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p>interviews for our process test. KPMG Consulting also noted that Verizon is currently passing metric OR-1-04.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>09/11/01: Meeting cancelled.  09/18/01: Meeting cancelled.  09/25/01: Meeting cancelled.  10/02/01: KPMG Consulting indicated that Verizon is currently passing the 95% standard during production; however, we plan to verify the process changes during the upcoming process interviews and proposed to defer the observation until further analysis.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/09/01: KPMG Consulting proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting proposed to defer the observation until process testing has been completed.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul>	
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"> <li>▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> </ul> <p>08/14/01: Verizon indicated that they would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<ul style="list-style-type: none"> <li data-bbox="1094 342 1717 399">▪ <b>Verizon</b> will address the issue and any follow-up questions at the next Observation meeting.</li> <li data-bbox="978 399 1717 553">08/21/01: Verizon indicated that they agreed with the findings. As with Observation 22, the ERR messages were delayed because these orders were not assigned within the NMC. The new workflow process at the NMCs where a manager monitors the queues would address the issue. <u>Action Items:</u></li> <li data-bbox="1094 586 1717 675">▪ <b>KPMG Consulting</b> will conduct process interviews to verify the new workflow and address any follow-up questions at the next Observation meeting.</li> <li data-bbox="978 675 1717 764">08/28/01: KPMG Consulting indicated that we are conducting the production test and analyzing test results and proposed to defer the observation until next week. <u>Action Items:</u></li> <li data-bbox="1094 797 1717 886">▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> <li data-bbox="978 886 1717 976">09/04/01: KPMG Consulting indicated that we would keep the observation open until we have conducted NMC interviews/observations for our process test. <u>Action Items:</u></li> <li data-bbox="1094 1008 1717 1097">▪ <b>KPMG Consulting</b> will address the issue and ask any clarification questions at the next Observation meeting.</li> <li data-bbox="978 1097 1717 1130">09/11/01: Meeting cancelled.</li> <li data-bbox="978 1130 1717 1162">09/18/01: Meeting cancelled.</li> <li data-bbox="978 1162 1717 1195">09/25/01: Meeting cancelled.</li> <li data-bbox="978 1195 1717 1349">10/02/01: KPMG Consulting indicated that Verizon is currently passing the 95% standard during production; however, we plan to verify the process changes during the upcoming process interviews and proposed to defer the observation until further analysis. <u>Action Items:</u></li> <li data-bbox="1094 1382 1717 1414">▪ <b>KPMG Consulting</b> will address the issue at the next</li> </ul>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p style="text-align: center;">Observation meeting.</p> <p>10/09/01: KPMG Consulting indicated that they are currently performing process testing and proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting proposed to defer the observation until process testing has been completed.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul>	
027	Verizon failed to use the proper codes when provisioning switch translations.	Open	Under Discussion	<p>08/21/01: Opened; Verizon indicated that they agreed with Items 2 &amp; 5 but not Items 1, 3, &amp; 4. Items 2 &amp; 5 resulted from a rep. error. The rep. typed in an incorrect hunting sequence. Verizon verbally reinforced the importance of ordering hunting type scenarios with the rep. As for Item 1, code for 900 blocking is “90M” not “97M.” As for Items 3 &amp; 4, KPMG Consulting’s expected codes are not the orders KPMG Consulting placed. The PONs are processed correctly according to the request.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will review and address any follow-up questions at the next Observation meeting.</li> </ul> <p>08/28/01: KPMG Consulting indicated that we are still reviewing and would like to defer until the next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will review and address any follow-up questions at the next Observation meeting.</li> </ul> <p>09/04/01: KPMG Consulting indicated that we disagree with Verizon’s response to Items 1, 3, and 4. The code indicated in Item 1, “97M” was provided by Verizon, not “90M” as indicated on the Observation call. As for Items 3 and 4, because these items are complex and would be handled better in written form, we requested that Verizon</p>	VA Observation Report 27 v2

Virginia SCC/Verizon  
 Active Observation Status Summary – As of 10/16/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p>provide us with the detail on the specifics of their disagreement with our assessment. Verizon requested that we provide them with the documentation (USOC code-Switch Programming code translation worksheet) that we used to conduct the validation regarding the “97M” code.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will provide the documentation to Verizon that provided the code for 900 blocking.</li> <li>▪ <b>Verizon</b> will provide the reason for the disagreement with Items 3 and 4 in writing.</li> </ul> <p>09/11/01: Meeting cancelled.            09/18/01: Meeting cancelled.            09/25/01: Meeting cancelled.            10/02/01: KPMG Consulting indicated that Issues 1, 2, and 5 remain open. During previous Observation meetings, Verizon indicated the correct code for Issue 1 is “90M,” however, the correct code is “90L.” In addition, KPMG Consulting indicated that the observation had incorrectly named the code as “97M” and would revise the observation. Subsequently, Issue 1 would be retested. Issues 2 and 5 would be verified during upcoming follow-up process tests. Items 3 and 4 would be taken out to reflect that the PONs were processed correctly.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will amend the observation and address any follow-up questions at the next Observation meeting.</li> </ul> <p>10/09/01: KPMG Consulting indicated that we are working on an updated version of the observation and that we are planning to retest after October 22, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will issue an updated version of the observation and address any follow-up questions at the October 23 Observation meeting.</li> </ul>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p>10/16/01: KPMG Consulting indicated that we issued a revision of the observation and that we would begin retest activities after October 22, 2001.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address any follow-up questions at the next Observation meeting.</li> </ul>	
028	KPMG Consulting observed incomplete metric results in the Verizon Virginia May and June 2001 Aggregate Carrier-to-Carrier (C2C) reports.	Deferred	Deferred until the end of November	<p>08/21/01: Opened; Verizon indicated they have partial response. They agreed with Items 1 – 9 and 12 – 15 and would like to defer their response to Items 10, 11, &amp; 16 until the next week. Items 1 – 9 will be reported in the August data month report and Items 12 – 15 will be reported in the July data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will review the data month reports and address any follow-up questions at the next Observation meeting.</li> <li>▪ <b>Verizon</b> will address Items 10, 11, &amp; 16 at the next Observation meeting.</li> </ul> <p>08/28/01: KPMG Consulting indicated we received the July data month report and began conducting analysis and would report next week. Verizon indicated that they would start reporting on Items 10 and 11 with the November data month report. As for Item 16, Verizon asked if the metric should be PO-08-01 and not OR-08-01. KPMG Consulting agreed and indicated an amendment to the observation would be issued.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will review July, August, and November data month reports and address any follow-up questions at the next Observation meeting.</li> <li>▪ <b>Verizon</b> will address Item 16 at the next Observation meeting.</li> </ul>	VA Observation Report 28 v2

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p>09/04/01: KPMG Consulting indicated that an amended observation has been issued and that Items 12 and 13 are corrected in the June data month report; however, Items 14 and 15 still remain under development. Verizon indicated that they would start reporting on Item 16 sometime in the 4th quarter of this year, but did not have a firm date.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will review the August data month report for Items 1 – 9 and the November data month report for Items 10 and 11 and address any follow-up questions at the subsequent Observation meetings.</li> <li>▪ <b>Verizon</b> will address Items 14 and 15 at the next Observation meeting.</li> </ul> <p>09/11/01: Meeting cancelled.            09/18/01: Meeting cancelled.            09/25/01: Meeting cancelled.</p> <p>10/02/01: KPMG Consulting indicated that Items 1-9 have been corrected in the August data month report. Items 10 and 11 are expected to be corrected in the November data month report. Items 12 and 13 have been corrected in the June data month report. Items 14 and 15 were expected to be corrected in the July data month report; however, they remain in error and we are waiting for further instruction from Verizon. Item 16 is expected to be corrected in the fourth quarter data month report. Verizon indicated that Items 14 and 15 should be corrected in the October data month report. KPMG Consulting indicated that we would defer the observation until we receive the October and November data month reports from Verizon to verify the Items 10, 11, 14, 15, and 16.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will review the October and November data month report for Items 10, 11, and 14</li> </ul>	



**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p style="text-align: center;">- 16 and address any follow-up questions at the subsequent Observation meetings.</p> <p>10/09/01: Deferred until the end of November.            10/16/01: Deferred until the end of November.</p>	
029	KPMG Consulting observed that Verizon included test CLEC transactions in the Billing metrics results in the June 2001 Aggregate Carrier-to-Carrier (C2C) reports.	Proposed to Close	Discussion Complete	<p>08/21/01: Opened; Verizon indicated they agreed with the findings and they will correct the issue for the August data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue and ask any follow up questions at the next Observation meeting.</li> </ul> <p>08/28/01: KPMG Consulting indicated that the August data month report would not be available until sometime in September and deferred the observation until then.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will review the August data month reports and ask any follow up questions in September.</li> </ul> <p>09/04/01: Deferred until August data month reports are available.            09/11/01: Meeting cancelled.            09/18/01: Meeting cancelled.            09/25/01: Meeting cancelled.</p> <p>10/02/01: KPMG Consulting indicated that we received the August data month report; however, KPMG CLEC test data are still included in the raw data files.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will investigate and respond at the next Observation meeting.</li> </ul> <p>10/09/01: Verizon indicated that the presence of KPMG CLEC test IDs in the raw data files is normal and that the test IDs</p>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p>should be filtered out for replication.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that we observed that Verizon has removed the test CLEC IDs from the report. In addition, KPMG Consulting indicated that the inclusion of KPMG CLEC test IDs in the raw data files was acceptable and that we will filter out these test IDs for the replication process. Consequently, KPMG Consulting proposed to close the observation at the next Observation meeting.</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>	
030	<p>During the course of testing efforts for PPR16: Maintenance and Repair (M&amp;R) Work Center Support Evaluation and Support, KPMG Consulting observed a lack of documented, site-specific disaster recovery plans at several M&amp;R work centers serving wholesale and resale customers.</p>	Open	Under Discussion	<p>10/02/01: Opened; Verizon indicated that they are in the process of gathering documentation KPMG Consulting reported as “missing” and they will report next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will investigate and respond at the next Observation meeting.</li> </ul> <p>10/09/01: Verizon indicated that they are in the process of gathering documentation KPMG Consulting reported as “missing” and 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 investigate and respond at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that we received and reviewed the Verizon documentation we reported as “missing” and will respond at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will investigate the issue and ask any clarification questions at the next Observation meeting.</li> </ul>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
031	KPMG Consulting received late Rejected responses for pre-orders submitted via the Electronic Data Interface (EDI).	Open	Under Discussion	<p>10/02/01: Opened; Verizon indicated that they would like additional information and asked for the 47 PONs that passed the test.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will investigate and address the issue at the next Observation meeting.</li> <li>▪ <b>KPMG Consulting</b> will provide 47 PONs to Verizon.</li> </ul> <p>10/09/01: KPMG Consulting indicated that we provided the 53 PONs to Verizon. Verizon indicated that they compared their own Receipt and Outbound times and calculated an average response time of 4.04 seconds, which satisfies the required Rejected response time of 4.16 seconds as indicated by the PO-1-07 metric in the August report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that although Verizon’s experience demonstrates that the required response time was met, we rely on our own experience to determine whether or not standards are met. In addition, KPMG Consulting proposed to keep the observation open throughout transaction testing.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul>	
032	KPMG Consulting observed differences in the assignment of special circuit troubles to Network Technicians between resale and retail customers.	Open	Under Discussion	<p>10/02/01: Opened; Verizon indicated that they disagreed with the observation. Verizon indicated that the RRSC volume is small relative to SSC and that it would be just as efficient for RRSC to handle the requests manually. They would consider automatic processing if the volume were large enough. KPMG Consulting indicated that in June, Verizon implied that RRSC would expand the business and service both Wholesale and Retail calls. We requested a timeline from Verizon as to when the</p>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<p>expansion would be implemented and if the automation is planned. Verizon indicated that no timeline was available at the moment. COX asked Verizon as to what they consider “large” volume and how large volume would have to get in order to be considered for automatic processing.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon &amp; KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/09/01: KPMG Consulting indicated that during the interviews we were informed of Verizon’s plans to expand the operations of RRSC and we requested a timeline to indicate at what point RRSC volume would be large enough to require automatic processing of trouble tickets. Verizon indicated that they would 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>10/16/01: Verizon indicated that they do not plan to automate processing of RRSC trouble tickets and will automate processing only if management deems it necessary. Furthermore, Verizon indicated that there is no established level of volume that would automatically necessitate automatic processing of tickets.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul>	
033	KPMG Consulting observed inconsistencies between the trouble entry instructions outlined on the RETAS (Repair Trouble Administration System) “Trouble Ticket Create Request-Create New” screen and the	Open	Under Discussion	<p>10/02/01: Opened; Verizon indicated that they would update the training documentation this week to change the Additional Trouble Information field from “required” to “optional.”</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will provide the updated training documentation to KPMG Consulting.</li> </ul>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	<p><b>ACTIVE OBSERVATIONS</b>  instructions documented in the RETAS User Guide.</p>			<ul style="list-style-type: none"> <li>10/09/01: KPMG Consulting indicated that we received the updated documentation from Verizon and proposed to defer the observation until the next Observation meeting in order to perform a retest.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will verify and respond at the next Observation meeting.</li> </ul> </li> <li>10/16/01: KPMG Consulting indicated that we reviewed the updated documentation from Verizon but noted that this documentation and its online version are inconsistent with one another. Verizon requested that KPMG revise and update the observation to reflect the inconsistencies found between the online and offline versions of the documentation.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will address the issue at the next Observation meeting.</li> </ul> </li> <li>10/16/01: KPMG Consulting indicated that we reviewed the updated documentation from Verizon but noted that this documentation and its online version are inconsistent with one another. Verizon requested that KPMG revise and update the observation to reflect the inconsistencies found between the online and offline versions of the documentation.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will revise the observation and address the issue at the next Observation meeting.</li> </ul> </li> </ul>	
034	KPMG Consulting was unable to perform Mechanized Loop Tests (MLTs) on numerous Resale lines.	Open	Under Discussion	<p>10/02/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> </p> <p>10/09/01: Verizon indicated that KPMG Consulting would need to use appropriate identification to correctly access RETAS.  <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will investigate the issue and ask any clarification questions at the next Observation meeting.</li> </ul> </p> <p>10/16/01: KPMG Consulting indicated that we had requested that IDs be set up to allow us to access RETAS both as a UNE and Resale CLEC, to which Verizon responded that the IDs provided could do both. KPMG Consulting replied that we would supply a soft copy of documentation to</p>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				Verizon. <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will supply a soft copy of documentation to Verizon and address the observation at the next Observation meeting.</li> </ul>	
035	KPMG Consulting observed that Verizon incorrectly sent Local Service Request Local Responses (LSRLRs).	Open	Under Discussion	10/02/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> 10/09/01: Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> 10/16/01: Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul>	
036	KPMG Consulting observed that no public notification was given for a workaround provided by the Verizon Wholesale Customer Care Center (WCCC).	Open	Under Discussion	10/02/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> 10/09/01: <b>Verizon</b> indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> 10/16/01: Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				<ul style="list-style-type: none"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul>	
037	KPMG Consulting has observed that Verizon Account Management documentation is unclear.	Open	Under Discussion	<p>10/02/01: 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"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/09/01: Verizon indicated that they did not agree that the standards outlined in the Verizon Account Management documentation in Exhibit 1 are inconsistent. In addition, Verizon indicated that these standards do not apply to requests submitted via email and, therefore, the items in Exhibit 2 are not held to the standards outlined in the Verizon Account Management documentation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will investigate the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that from a consistency perspective, we agree with the standards outlined in the three forms of Verizon Account Management documentation. From a completeness perspective, however, KPMG inquired as to whether there was additional documentation outlining standards for requests made via other forms of communication such as email. Verizon indicated that current documentation only addresses requests made via a telephone call.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will investigate the issue and ask any clarification questions at the next Observation</li> </ul>	

**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
				meeting.	
038	KPMG Consulting observed that Verizon's Product Interval Guide does not provide complete provisioning intervals for Unbundled Network Elements (UNE).	Proposed to Close	Discussion Complete	<p>10/02/01: 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"> <li>▪ <b>Verizon</b> will address the issue at the next Observation meeting.</li> </ul> <p>10/09/01: Verizon indicated that the incorrect UNE Interval Guide had been posted on the website and that the correct document is posted on:  <a href="http://www22.verizon.com/wholesale/attachments/UNE_100401.xls">http://www22.verizon.com/wholesale/attachments/UNE_100401.xls</a>. KPMG Consulting indicated that we would retest, examine the documentation and respond at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will investigate the issue and ask any clarification questions at the next Observation meeting.</li> </ul> <p>10/16/01: KPMG Consulting indicated that we reviewed the link supplied by Verizon and its corresponding documentation and that the UNE Product Interval Guide is correctly posted on the website. Consequently, KPMG Consulting proposed to close the observation at the next Observation meeting.</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>	



**Virginia SCC/Verizon**  
**Active Observation Status Summary – As of 10/16/01**

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
<b>ACTIVE OBSERVATIONS</b>					
039	KPMG Consulting observed incomplete metric results in the Verizon July 2001 KPMG CLEC Specific Carrier-to-Carrier (C2C) reports.	Deferred	Deferred until the end of November	<p>10/09/01: Opened; Verizon indicated that Items 1-9 are included in the August data month reports, that partial data for Item 10 is included in the September data month and full data for Item 10 would be included in the October data month reports, that Item 11 would be included in the October data month reports, and that Item 12 would be included in one of the fourth quarter data month reports. KPMG Consulting indicated that we are aware of the presence of Items 1-9 in the August data month reports and proposed to defer the observation until the presence of Items 10-12 in their respective data month reports could be verified.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> <li>▪ <b>KPMG Consulting</b> will defer the observation until the end of November when the October data month reports would be available.</li> </ul> <p>10/16/01: Deferred until the end of November.</p>	