

Virginia SCC/Verizon
Active Observation Status Summary – As of 12/11/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
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. <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. <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. <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> <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 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</p>	<p>VA Observation Report 13 v2</p> <p>VA Observation Report 13 v3</p> <p>VA Observation Report 13 v4</p> <p>VA Observation Report 13 v5</p>

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				<p>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.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the root cause for Item 1 at the next Observation meeting. <p>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.</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. <p>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.</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. <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"> ▪ KPMG Consulting will address the issue and ask any clarification questions at the next Observation meeting. <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>	

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				<p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue and ask any clarification questions at the next Observation meeting. <p>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 10/02/01: KPMG Consulting indicated that a revised observation has been issued. Verizon issued the following responses to Items 5, 6, 8, 9, 13, 14, 17, 18, 19, 20 & 21 in the observation:</p> <ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ 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. ▪ 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. ▪ For Item 19, the test account was built incorrectly due to one circuit id being typed without the last 	

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				<p>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.</p> <ul style="list-style-type: none"> ▪ 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 0239180016, but instead was submitted with BTN 0239180015. The representative corrected this and the request was processed. ▪ 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. <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>10/09/01: KPMG Consulting 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"> ▪ KPMG Consulting will revise the observation and address the issue at the October 23 Observation meeting. <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>	

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				<ul style="list-style-type: none"> <p>10/23/01: KPMG Consulting will address the issue at the next Observation meeting.</p> <p>10/23/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production.</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>10/30/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production.</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>11/06/01: KPMG Consulting indicated that we would continue to retest Items 6-18 and 21 during production.</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>11/13/01: KPMG Consulting indicated that Items 1-4, 6-13, 18, 19 and 21 have been retested in production and currently flow through and that Items 5, 19 and 20 have been rescinded. In addition, KPMG Consulting indicated that Items 14-17 are currently being retested and that we will address them at the next Observation meeting.</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>11/20/01: KPMG Consulting indicated that Items 1-4, 6-13, 18 and 21 have been retested in production and currently flow through and that Items 22-26 have been added since the last Observation meeting. In addition, KPMG Consulting indicated that Items 14-17 are being retested and that we are currently analyzing them. Verizon indicated that Items 22 and 23 were processed manually after encountering an error in Verizon's system and that a system fix is scheduled for December 1, 2001 to correct</p> 	

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				<p>them. In addition, Verizon indicated that Items 24-26 encountered errors due to a test bed set-up for their accounts and that they would correct these accounts. WorldCom asked a clarifying question in regard to the nature of the test bed error. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</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>11/27/01: KPMG Consulting indicated that Items 1-4, 6-13, 18 and 21 have been retested in production and are currently flowing through and that Items 14-17 have been retested and were escalated to Exception #5, issued on November 27, 2001. In addition, KPMG Consulting indicated that Verizon scheduled a system fix for Items 22 and 23 on December 1, 2001. KPMG Consulting also asked Verizon to explain the test bed set-up errors that Verizon had indicated were responsible for the inability of Items 24-26 to flow through. Verizon indicated that Items 24 and 26 had been processed manually due to an error in the back end system concerning application provisioning and that a system fix was applied on November 17, 2001. In addition, Verizon indicated that for Item 25, the order had to be manually processed due to an internal database error, which caused the LSR to fall to manual handling, and that the error has been corrected via a database clean-up on November 2, 2001. AT&T asked a clarifying question in regard to whether or not the fix for Items 22 and 23 would involve retesting. WorldCom asked clarifying questions in regard to whether or not the system fix for Items 24 and 26 was available to CLECs and the amount of time required to escalate an observation to exception status. KPMG Consulting indicated that we would review the system fixes and</p>	

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				<p>address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the system fixes and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that as of last week, Items 22-26 remain open. KPMG Consulting indicated that Items 22 and 23 were retested and currently flow through and that the only items that remain outstanding are Items 24-26. KPMG Consulting indicated that we would continue to retest Items 24-26 and that we would provide any updates at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to retest Items 24-26 and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that we would continue to retest Items 24-26 and that we would provide any updates at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to retest Items 24-26 and address the issue at the next Observation meeting. 	
027	Verizon failed to use the proper codes when provisioning switch translations.	Proposed to Close	Discussion Complete	<p>08/21/01: Opened; Verizon indicated that they agreed with Items 2 & 5 but not Items 1, 3, & 4. Items 2 & 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 & 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"> ▪ KPMG Consulting will review and address any follow-up questions at the next Observation meeting. <p>08/28/01: KPMG Consulting indicated that we are still reviewing</p>	VA Observation Report 27 v2

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				<p>and would like to defer until the next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review and address any follow-up questions at the next Observation meeting. <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 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"> ▪ KPMG Consulting will provide the documentation to Verizon that provided the code for 900 blocking. ▪ Verizon will provide the reason for the disagreement with Items 3 and 4 in writing. <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>	

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				<ul style="list-style-type: none"> <p>10/09/01: KPMG Consulting will amend the observation and address any follow-up questions at the next Observation meeting.</p> <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"> ▪ KPMG Consulting will issue an updated version of the observation and address any follow-up questions at the October 23 Observation meeting. <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"> ▪ KPMG Consulting will address any follow-up questions at the next Observation meeting. <p>10/23/01: Verizon indicated that they had no further response to the observation, given the second revision. KPMG Consulting indicated that we would continue our testing activities.</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. <p>10/30/01: KPMG Consulting indicated that we would continue our testing activities and proposed to defer the observation until the November 13, 2001 Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the November 13, 2001 Observation meeting. <p>11/06/01: KPMG Consulting indicated that we would continue our testing activities and proposed to defer the observation until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	

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				<p>11/13/01: KPMG Consulting indicated that we would continue our testing activities and report on them next week. In addition, KPMG Consulting proposed to defer the observation until our documentation request is received. Verizon indicated that the documentation requested would be delivered by COB November 14, 2001. KPMG Consulting indicated that we would review the documentation and address it at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the documentation and address the issue at the next Observation meeting. <p>11/20/01: KPMG Consulting indicated that we would continue our testing activities and ask any clarifying questions at the next Observation meeting. In addition, KPMG Consulting indicated that we would send any necessary updates via email.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will ask any clarifying questions at the next Observation meeting and send any necessary updates via email. <p>11/27/01: KPMG Consulting indicated that Issue 1 was retested, that we found no additional instances of missing codes for “Matrix block 900” and that the issue was consequently resolved; that Issue 2 was retested, that we found no additional instances of incorrect hunting sequences and that the issue was consequently resolved; and that Issue 5 was retested, that we found no additional instances of missing hunting switch translation codes and that the issue was consequently resolved. KPMG Consulting also indicated that if and when we find additional issues, we would either update the observation or escalate it to exception status. WorldCom asked clarifying questions in regard to the number of instances ordered with</p>	

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				<p>blocking codes for Issue 1, why Issue 3 had not been escalated to exception status due to its customer-service related nature and the global implications of the findings in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will update the observation if necessary to reflect our findings and address the issue at the next Observation meeting. <p>12/04/01: KMPG Consulting indicated that we would continue to review the observation. AT&T asked a clarifying question in regard to what KPMG Consulting would continue to review. KPMG Consulting indicated that we would continue to review the results of production testing and ask any clarifying questions or provide any necessary updates at the next Observation meeting. Verizon asked a clarifying question in regard to whether or not the observation had been replaced by Exception #8. KPMG Consulting indicated that the observation would be closed if and when the issues raised in this observation are either closed or addressed in an exception.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the results of production testing and address the issue at the next Observation meeting. <p>12/11/01: KMPG Consulting indicated that we completed our testing and, based on the results, proposed to close the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	

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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 December	<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, & 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"> ▪ KPMG Consulting will review the data month reports and address any follow-up questions at the next Observation meeting. ▪ Verizon will address Items 10, 11, & 16 at the next Observation meeting. <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"> ▪ KPMG Consulting will review July, August, and November data month reports and address any follow-up questions at the next Observation meeting. ▪ Verizon will address Item 16 at the next Observation meeting. <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"> ▪ KPMG Consulting will review the August data month report for Items 1 – 9 and the November data 	VA Observation Report 28 v2

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				<p>month report for Items 10 and 11 and address any follow-up questions at the subsequent Observation meetings.</p> <ul style="list-style-type: none"> ▪ Verizon will address Items 14 and 15 at the next Observation meeting. <p>09/11/01: Meeting cancelled. 09/18/01: Meeting cancelled. 09/25/01: Meeting cancelled. 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"> ▪ KPMG Consulting will review the October and November data month report for Items 10, 11, and 14 - 16 and address any follow-up questions at the subsequent Observation meetings. <p>10/09/01: Deferred until the end of November. 10/16/01: Deferred until the end of November. 10/23/01: Deferred until the end of November. 10/30/01: Deferred until the end of November. 11/06/01: KPMG Consulting indicated that Items 14 and 15 were reported in the September data month report and are thus compliant. KPMG Consulting asked if Items 10, 11 and</p>	

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				<p>16 would be reported in the October or November data month report. Verizon indicated that they would report next week on Items 10, 11, and 16. KPMG Consulting proposed to continue to defer the Observation until the end of November when the October data month report will be available for review.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the November 27, 2001 Observation meeting. <p>11/13/01: Deferred until the November 27, 2001 Observation meeting.</p> <p>11/20/01: KPMG Consulting indicated that we plan to receive the October data month report next week and that we would address it subsequent to our review. KPMG Consulting consequently deferred the observation until December.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report upon its issuance and address the issue at the subsequent Observation meeting. <p>11/27/01: KPMG Consulting indicated that we plan to receive and review the October data month report this week, which will address Items 14 and 15, and that we would address the issue at the next Observation meeting. In addition, KPMG Consulting indicated that Items 10 and 11 would be addressed in the November data month report and that Item 16 would be addressed in the fourth quarter report. Verizon indicated that Item 16 would be addressed in the December data month report, not the fourth quarter report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that as of last week, Items 10, 11, 14, 15 and 16 remain open. KPMG Consulting</p>	

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				<p>indicated that Items 14 and 15 were corrected with the September data month report and that Items 10 and 11, which will be addressed in the November data month report, and Item 16, which will be addressed in the fourth quarter data month report, remain outstanding. Verizon indicated that Item 16 would be addressed in the December data month report, not the fourth quarter report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the November and December data month reports upon issuance and address the issue at the subsequent Observation meeting. <p>10/02/01: Deferred until the end of December.</p>	
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"> ▪ Verizon will investigate and address the issue at the next Observation meeting. ▪ KPMG Consulting will provide 47 PONs to Verizon. <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"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <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</p>	

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				<p>Consulting proposed to keep the observation open throughout transaction testing.</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>10/23/01: KPMG Consulting proposed to leave the observation open through production.</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>10/30/01: KPMG Consulting proposed to leave the observation open through production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide any additional updates at the next Observation meeting. <p>11/06/01: KPMG Consulting proposed to leave the observation open through production.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide any additional updates at the next Observation meeting. <p>11/13/01: KPMG Consulting indicated that we would continue to review the observation through production and will provide an update on the status of the observation next week.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide an update on the status of the observation at the next Observation meeting. <p>11/20/01: KPMG Consulting indicated that we would continue to review the observation through production. In addition, KPMG Consulting indicated that in our experience, Verizon has not yet met the PO-1-07 metric. WorldCom asked a clarifying question in regard to the escalation of this Observation to Exception status, which they will send in written form to both KPMG Consulting and the</p>	

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				<p>Commission. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the observation and provide any updates at the next Observation meeting. <p>11/27/01: KPMG Consulting indicated that Verizon is currently not passing the PO-1-07 metric, with an average of 4.64 seconds as compared to the September reported retail standard of 4.17 seconds. In addition, KPMG Consulting indicated that we would continue to review the issue. AT&T asked clarifying questions in regard to the calculation of the retail standard and the activities that will follow the retest of the items in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the observation and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that we have no updates to the observation but that we would continue to review the response times and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the response times and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that we would continue to review the response times through production and provide any updates at the next Observation meeting. Verizon inquired as to whether or not the observation had been replaced by Exception #8. KPMG Consulting indicated that Observation #31 concerned our experience during production and that Exception #8 concerned our experience during volume testing. Therefore, because the two reports concern different issues, Exception #8 cannot</p>	

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ACTIVE OBSERVATIONS					
				replace Observation #31. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the response times and address the issue at the next Observation meeting. 	
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 December	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. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will defer the observation until the end of November when the October data month reports would be available. 10/16/01: Deferred until the end of November. 10/23/01: Deferred until the end of November. 10/30/01: Deferred until the end of November. 11/06/01: KPMG Consulting indicated that Items 10 and 11 were reported in the September data month report and are thus compliant. In addition, KPMG Consulting indicated that Item 12 remains outstanding and asked Verizon when this item will be reported. Verizon stated that it would provide an update at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. 11/13/01: Verizon indicated that they are currently waiting for	

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>confirmation from their metrics team for Item 12 before it can be reported. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</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>11/20/01: KPMG Consulting inquired as to whether or not Verizon had determined the month in which they would report on Item 12. Verizon indicated that the month in which Item 12 would be reported was yet to be determined.</p> <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>11/27/01: KPMG Consulting indicated that we plan to receive and review the October data month report this week, which will address Item 12. Verizon indicated that Item 12 would be addressed in the December data month report. KPMG Consulting indicated that we would provide any additional updates to the observation at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will provide any additional updates to the observation at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that we are waiting for the December data month report, which we expect will address Item 12. Verizon confirmed that Item 12 would be addressed in the December data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the December data month upon its issuance and address the issue at the next Observation meeting. <p>12/11/01: Deferred until the end of December.</p>	

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
045	KPMG Consulting observed inconsistencies in the Verizon Pre-Order EDI Guide.	Proposed to Close	Discussion Complete	<p>10/30/01: Opened; Verizon indicated that they are reviewing the Pre-Order EDI Guide and intend to issue a bulletin to CLECs addressing the issues raised in the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin upon its issuance and address the issue at the subsequent Observation meeting. <p>11/06/01: Verizon indicated that they do not agree with the findings for Items 1 and 22 because although the forms are not in a particular order, they only need to correspond to the Business Rules table of contents, which is the case. A bulletin has been issued to correct Item 2. Verizon indicated that they do not agree with the findings for Item 3 because the Parsing Rules for Custom Calls field defined in the EDI Guide actually represents the Feature Function Available field, which is defined in Appendix 2.16. A change request will be issued the week of November 26, 2001 for Items 4-6, 8, 10-15, 17-21, 23 and 24. Bulletin #2312 will be issued the week beginning November 12, 2001 to provide an interim workaround for Item 16; in addition, an EDI mapping change will be issued on December 15, 2001 to resolve Item 16. For Item 7, Verizon indicated that this error resulted from a manual error. A sample change log will be manually generated for Item 7. Bulletin #2252 will be issued on November 12, 2001 to correct Item 9.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletins, change request, EDI mapping change and sample log change when they are issued. In addition, KPMG Consulting will investigate the items that remain open and address the issue at the next Observation meeting. <p>11/13/01: KPMG Consulting indicated that we accept Verizon's response to Items 1 and 22 that the forms are not in a particular order, that their position should correspond</p>	VA Observation Report 45 v2

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>with the Table of Contents only, and that the Business Rules and the Verizon Pre-Order EDI Guide correspond with the Table of Contents. We will look for the bulletin(s) to be issued the week of November 26, 2001 to clarify Items 2, 4-6, 8, 10-15, 17-21, 23 and 24 and have a response at the subsequent Observation meeting. We accept Verizon's response to Item 3 that the actual field defined in the Verizon Pre-Order EDI Guide represents the Feature Function Availability and that Appendix 2.16 further defines this field. For Item 7, KPMG Consulting indicated that Verizon indicated that the error was a manual error and that a sample change log would be manually generated. Change Request #2252, issued on October 11, 2001, resolved Item 9. We proposed to defer our response to Item 16 until the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the bulletin(s) to be issued the week of November 26, 2001 and address Items 2, 4-6, 8, 10-15, 17-21, 23 and 24 at the subsequent Observation meeting; revise the observation to reflect the issuance of the bulletin(s), our acceptance of Verizon's responses for Items 1, 3, and 22, the sample change log to be manually generated for Item 7 and the Change Request issued for Item 9; and address Item 16 at the next Observation meeting. <p>11/20/01: KPMG Consulting indicated that we issued an updated version of the observation in which Items 1, 3 and 22 were rescinded. In addition, KPMG Consulting indicated that Item 2 has been resolved by Bulletin 2319, Item 7 has been resolved by Verizon's clarification that the TERS field in the 'CKT_CSAP' PO1 loop is correct and that the change was inadvertently left out of the v4.7.1 Change Log, and Item 9 has been resolved by Bulletin</p>	

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>2252. Resolution of Items 4, 5, 6, 8, 10-15, 17-21, 23 and 24 is dependent on the planned issuance of a bulletin on November 11, 2001. KPMG Consulting indicated that Bulletin 2312 addresses the actual solution for Item 16, but not an interim solution. KPMG Consulting further inquired as to when an interim solution would be developed for Item 16. Verizon indicated that they would respond to KPMG Consulting’s inquiry regarding an interim solution for Item 16 at the next Observation meeting. Verizon further indicated that Bulletin 2327 would be issued on November 11, 2001 to provide resolution to Items 4, 5, 6, 8, 10-15, 17-21, 23 and 24. KPMG Consulting indicated that we would review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting. WorldCom asked a clarifying question regarding the impact of the observation’s issues on pre-order development. Verizon will address the interim solution at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting. <p>11/27/01: KPMG Consulting indicated that we are waiting for Bulletin 2327 to be issued and that Item 16 is addressed in Observation #56 and is consequently closed for the purposes of this observation. In addition, KPMG Consulting indicated that we would review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review Bulletin 2327 upon its issuance and address the issue at the subsequent Observation meeting. <p>12/04/01: KPMG Consulting indicated that Verizon issued Bulletin</p>	

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>2327 on November 29, 2001, which resolved Items 4, 5, 6, 8, 10-15, 17-21, and 23. In addition, KPMG Consulting indicated that Bulletin 2327 did not address Item 24. Verizon indicated that Bulletin 2343 would be issued on December 4, 2001 to address Item 24. KPMG Consulting indicated that we would review Bulletin 2343 upon its issuance and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review Bulletin 2343 upon its issuance and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that Verizon had issued Bulletin 2343, which removed the POC reference for the LXA Pre-Order, INTMSG field, on December 6, 2001 to resolve Item 24, the only item that remained open in the observation. Consequently, KPMG Consulting proposed to close the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
048	KPMG Consulting is unable to replicate certain Ordering metrics results that should have been reported by Verizon in the May, June, July and August 2001 Aggregate Carrier-to-Carrier reports.	Proposed to Close	Discussion Complete	<p>11/06/01: Opened; Verizon indicated that they would address the observation at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will address the observation at the next Observation meeting. <p>11/13/01: Verizon indicated that the metrics in the observation would be corrected beginning with the October data month report. KPMG Consulting proposed to defer the observation until the end of November when the October data month report will have been issued.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the end of November when the October data month report will have been issued. 	VA Observation Report 48 v2

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>11/20/01: KPMG Consulting indicated that we plan to receive the October data month report next week and that we would address it subsequent to our review. KPMG Consulting consequently deferred the observation until December. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report upon its issuance and address the issue at the subsequent Observation meeting. <p>11/27/01: KPMG Consulting indicated that we plan to receive and review the October data month report this week and that we would address the issue at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that we are currently reviewing the October data month report and that we would provide an update at the next Observation meeting. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that we reviewed the October data month report, the October C2C report and the change control, which resolved the metrics discrepancies reported in the observation. Consequently, KPMG Consulting proposed to close the observation. Covad asked a clarifying question in regard to the nature of the problem outlined in the observation and whether or not it had been fixed. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	

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ACTIVE OBSERVATIONS					
049	KPMG Consulting observed that Verizon incorrectly sent Local Service Request Local Responses (LSRLR) for orders containing planned errors.	Deferred	Deferred until December 18	<p>11/13/01: Opened; Verizon indicated that they would issue a system fix the week of December 15, 2001. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will issue a system fix the week of December 15, 2001. <p>11/20/01: KPMG Consulting reiterated that Verizon planned to issue a system fix the week of December 15, 2001. KPMG Consulting consequently proposed to defer the observation until after the system fix is implemented. WorldCom asked a clarifying question regarding the escalation of the Observation to Exception status, which they will send in written form to both KPMG Consulting and the Commission.</p> <p>11/27/01: KPMG Consulting reiterated that Verizon planned to issue a system fix the week of December 15, 2001. KPMG Consulting consequently proposed to defer the observation until after the system fix is implemented. <u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue subsequent to the issuance of the system fix. <p>12/04/01: Deferred until December 18, 2001. 12/11/01: Deferred until December 18, 2001.</p>	
050	KPMG Consulting received late ISDN Loop Qualification (LQB) responses for pre-orders submitted via the Electronic Data Interface (EDI).	Open	Under Discussion	<p>11/20/01: Opened; Verizon indicated that they would address the issue 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>11/27/01: Verizon indicated that there are no standards for ISDN Loop Qualification responses in the C2C Guidelines and that they determined an average of 10.10 seconds internal response time. KPMG Consulting indicated that we rely on our own experience to determine whether or not standards are met and that we would address the issue at the next Observation meeting. <u>Action Items:</u></p>	

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ACTIVE OBSERVATIONS					
				<ul style="list-style-type: none"> 12/04/01: KPMG Consulting indicated that we would continue to review the response times for LQB pre-orders and address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 12/11/01: KPMG Consulting indicated that we would continue to review the response times for LQB pre-orders and provide any updates at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the response times for LQB pre-orders and address the issue at the next Observation meeting. 	
051	KPMG Consulting has observed that Verizon sent both Jeopardy notifications (JEOP) and additional Local Service Request Local Responses (LSRLR) to originally confirmed orders.	Open	Under Discussion	<p>11/27/01: Opened; Verizon indicated that they would address the issue at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ Verizon will address the issue at the next Observation meeting. </p> <p>12/04/01: Verizon indicated that additional LSRLRs are currently sent if the new due date comes after the original due date and that this would be resolved with the December 15, 2001 release, which will prevent additional LSRLRs from being sent. In addition, Verizon indicated that the JEOP notifications were populated with incorrect due dates and that a methods and procedures update would be sent on November 28, 2001 to Verizon representatives in order to resolve the issue. KPMG Consulting indicated that we would review Verizon's response and ask any clarifying questions at the next Observation meeting. <u>Action Items:</u> <ul style="list-style-type: none"> ▪ KPMG Consulting will review Verizon's response and address the issue at the next Observation meeting. </p>	

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				<p>12/11/01: KPMG Consulting indicated that Verizon had stated that two different fixes would be implemented by December 15, 2001. In addition, KPMG Consulting indicated that we would perform a retest after these fixes are implemented. Covad asked a clarifying question in regard to the content of a JEOP notification and whether or not error codes always appeared on them.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will perform a retest after the fixes are implemented and address the issue at the next Observation meeting. 	
052	KPMG Consulting is unable to replicate certain Maintenance and Repair (MR) metrics results that have been reported by Verizon in the September 2001 Aggregate Carrier-to-Carrier (C2C) report.	Open	Under Discussion	<p>11/27/01: Opened; Verizon indicated that they agreed with the observation and would make the necessary corrections for metric MR-1-06 in the October data month report. KPMG Consulting indicated that we would review the corrections in the October data month report and address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to whether or not the changes would occur in the original October data month report, or in a revised issue of the report. KPMG Consulting inquired as to whether or not a change control request would be issued. Verizon responded that KPMG Consulting's question should be directed to the Verizon metrics team. AT&T asked a clarifying question in regard to how the October data month report would be corrected in the absence of a change control request. Verizon indicated that the corrections had already been made and that the corrected data would be pulled to produce the October data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the corrections in the October data month report and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that we are currently reviewing the October data month report and that we</p>	

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ACTIVE OBSERVATIONS					
				<p>would provide any necessary updates at the next Observation meeting.</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>12/11/01: KPMG Consulting indicated that we would continue to review the October data month report in which Verizon indicated that the corrections for metric MR-1-06 would be fixed.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will continue to review the October data month and address the issue at the next Observation meeting. 	
053	KPMG Consulting is unable to receive EDI responses to Installation Status Request (ISR) pre-orders.	Proposed to Close	Discussion Complete	<p>11/27/01: Opened; Verizon indicated that, in response to trouble ticket #436003, an invalid system time stamp was applied and that this was corrected with a system fix issued on November 17, 2001. In addition, in response to trouble ticket #447472, Verizon indicated that a system fix to be issued on February 16, 2002 would be necessary and that a work-around had been issued on November 26, 2001 to the CLEC community. KPMG Consulting indicated that we would review the work-around and address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to whether or not KPMG Consulting's analysis would be communicated at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the work-around and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting inquired as to whether or not Verizon had an update on the observation. Verizon indicated that they implemented a system fix on December 8, 2001 for ISR transactions. KPMG Consulting asked a clarifying question in regard to whether or not the system fix was a work-around or the actual system fix. Verizon responded</p>	

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ACTIVE OBSERVATIONS					
				<p>that the system fix was not a work-around. KPMG Consulting indicated that we would perform a retest upon implementation of the system fix and address the issue at the subsequent Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will perform a retest upon implementation of the system fix and address the issue at the subsequent Observation meeting. <p>12/11/01: KPMG Consulting indicated that Verizon had stated that they implemented a system fix for ISR transactions. In addition, KPMG Consulting indicated that we performed a retest and that we were able to receive ISAs (ISR responses). Consequently, KPMG Consulting proposed to close the observation.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
055	KPMG Consulting is unable to replicate certain Provisioning (PR) metrics results that have been reported by Verizon in the July 2001 Aggregate Carrier-to-Carrier (C2C) report.	Proposed to Close	Discussion Complete	<p>11/27/01: Opened; Verizon indicated that a change control request had been issued and that corrections would be made in the October data month report. KPMG Consulting indicated that we would review the October data month report and address the issue at the next Observation meeting. AT&T asked a clarifying question in regard to the change control request distribution.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the October data month report and address the issue at the next Observation meeting. <p>12/04/01: KPMG Consulting indicated that we are currently reviewing the October data month report and that we would provide an update at the next Observation meeting.</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>12/11/01: KPMG Consulting indicated that we reviewed the</p>	VA Observation Report 55 v2

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ACTIVE OBSERVATIONS					
				<p>October data month report, the October C2C report and the change control, which resolved the mapping issues reported in the observation. Consequently, KPMG Consulting proposed to close the observation. Covad asked a clarifying question in regard to the nature of the mapping issues.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will close the observation at the next Observation meeting. 	
056	KPMG Consulting is unable to receive Electronic Data Interface (EDI) responses for Loop Makeup Inquiry (LMI) pre-orders.	Open	Under Discussion	<p>11/27/01: Opened; Verizon indicated that an EDI informational message was sent on November 26, 2001 to distribute a work-around until a system fix is issued on December 15, 2001. KPMG Consulting indicated that we are currently using the work-around and that we would address the issue at the next Observation meeting.</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>12/04/01: KPMG Consulting inquired as to whether or not Verizon had an update to the observation. Verizon indicated that a system fix was implemented on December 8, 2001 for LMI pre-orders. KPMG Consulting asked a clarifying question in regard to whether or not the system fix was a work-around or the actual system fix. Verizon responded that the system fix was not a work-around. AT&T asked a clarifying question in regard to whether or not the system fix is footprint wide or only for Virginia. Verizon indicated that they believed the system fix was footprint wide, but would have to investigate and respond to the question at the next Observation meeting. KPMG Consulting indicated that we would review the system fix, perform a retest and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ Verizon will respond to AT&T's clarifying question 	

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ACTIVE OBSERVATIONS					
				<p>at the next Observation meeting.</p> <ul style="list-style-type: none"> ▪ KPMG Consulting will review the system fix, perform a retest and address the issue at the next Observation meeting. <p>12/11/01: KPMG Consulting indicated that Verizon had indicated that a system fix was implemented for LMI pre-orders. We performed a retest and still experienced translation failures. The translation failure occurred because the LLT field mapping does not satisfy all conditions for the MEA segment. If MEA05 is present, then MEA04 is required for the LLT field. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
057	KPMG Consulting has observed inaccurate Line Loss notification reporting.	Open	Under Discussion	<p>12/04/01: Opened; Verizon indicated that for Items 43, 44 and 80-89, the accounts contained the R3K class of service, which is incorrectly excluded from Line Loss eligibility. Verizon indicated that this would be resolved by a system fix to be implemented in February. In addition, Verizon indicated that for Items 1-42 and 45-79, Line Loss notification reporting took place prior to service notification and that the system used switch data information incorrectly. Verizon indicated that this would be resolved by a system fix to be implemented on December 15, 2001. VASCC asked a clarifying question in regard to whether or not Verizon would issue a work-around for Items 43, 44 and 80-89, given that the system fix would not be implemented until February. Verizon responded that a work-around had not been planned, but that they would investigate the issue.</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. ▪ KPMG Consulting will review Verizon's response 	

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ACTIVE OBSERVATIONS					
				<p style="text-align: center;">and address the issue at the next Observation meeting.</p> <p>12/11/01: KPMG Consulting indicated that Verizon had stated that two system fixes were to be implemented in December and February for Items 1-42 and 45-79 and for Items 43, 44 and 80-89, respectively. KPMG Consulting also indicated that the VASCC had asked a clarifying question in regard to whether or not Verizon would issue a work-around for Items 43, 44 and 80-89, given that the system fix would not be implemented until February. KPMG Consulting inquired as to whether or not Verizon had a response to the observation. Verizon indicated that they had no response to the observation. KPMG Consulting inquired as to whether or not a flash or bulletin would be issued, in the case that the issue was CLEC-affecting, or if neither would be issued, in the case that the issue was unique to KPMG Consulting. Verizon indicated that no flash or bulletin was yet issued and that they were not sure if either would need to be issued. KPMG Consulting indicated that we would address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
058	KPMG Consulting is unable to perform Service Recovery requests.	Open	Under Discussion	<p>12/04/01: Opened; Verizon indicated that they are currently analyzing the observation and 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 at the next Observation meeting. <p>12/11/01: Verizon indicated that Items 1, 3, 5 and 6 resulted from a software problem and were corrected on December 8, 2001 and that Items 2 and 4 resulted from missing table entry and were corrected on December 5, 2001. KPMG Consulting inquired as to whether or not a flash or</p>	

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Active Observation Status Summary – As of 12/11/01

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>bulletin would be issued, in the case that the issue was CLEC-affecting, or if neither would be issued, in the case that the issue was unique to KPMG Consulting. Verizon indicated that because the corrections were made in back-end systems, no change control was required. KPMG Consulting indicated that we would perform a retest and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will perform a retest and address the issue at the next Observation meeting. 	
059	<p>KPMG Consulting observed that raw data from the Daily Calls Answered logs were transferred inaccurately to the processed data files¹ used by Verizon to calculate P0-3-01, Average Speed of Answering – Ordering, and PO-3-02, % Answered within 20 Seconds – Ordering,² metrics results for June and September 2001.</p>	Deferred until the end of December	Under Discussion	<p>12/04/01: Opened; Verizon indicated that they are currently analyzing the observation and 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 at the next Observation meeting. <p>12/11/01: Verizon indicated that they agree with the observation and that the metrics will be corrected in the November data month report.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting proposed to defer the observation until the end of December, when the November data month will have been received. 	
060	<p>KPMG Consulting observed that Verizon did not adhere to established Metrics change control processes.</p>	Open	Under Discussion	<p>12/04/01: Opened; Verizon indicated that they are currently analyzing the observation and 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 at the next Observation meeting. <p>12/11/01: KPMG Consulting inquired as to whether or not a flash or bulletin would be issued, in the case that the issue was</p>	

¹ File names are as follows: ACD_CP50_Jun_2001.xls and ACD_CP50_Sept_2001.xls.

² Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports, dated August 11, 2000.

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
ACTIVE OBSERVATIONS					
				<p>CLEC-affecting, or if neither would be issued, in the case that the issue was unique to KPMG Consulting. Verizon indicated that their investigation confirmed that changes were made to filtering instructions in the absence of a change control. In addition, Verizon indicated that they have taken steps to ensure that changes made to the system query process would be made through established Metrics change control processes in the future. KPMG Consulting indicated that we would investigate Verizon's response and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will address the issue at the next Observation meeting. 	
061	KPMG Consulting is unable to perform Trouble Ticket Close Requests on multiple Private Lines and DS1 circuits.	Open	Under Discussion	<p>12/11/01: Opened; Verizon indicated that the items in the observation resulted from missing table entry in a back-end system and that they were corrected on December 5, 2001. KPMG Consulting indicated that we would perform a retest and address the issue at the next Observation meeting.</p> <p><u>Action Items:</u></p> <ul style="list-style-type: none"> ▪ KPMG Consulting will perform a retest and address the issue at the next Observation meeting. 	