

Verizon Virginia Inc.
Responses to
Cox Virginia Telecom, Inc.
Interrogatories and Requests For Production of Documents
SECOND SET
Case No. PUC020046

REQUEST NO. 12:

LNP: (a) From December 1, 2001 through March 31, 2002, please state on a month by month basis how many times a CLEC queried the Verizon Operational Support Systems (OSS) in an attempt to obtain a Customer Service Record (CSR) and received the error that the CSR could not be found or was not available. (b) Please state the reasons for which a CSR may not be found when a CLEC queries the Verizon OSS. (c) Please state on a monthly basis from December, 2001 through March 2002, by the reasons identified in 5(b), the breakdown of the total number of CLEC queries resulting in a CSR not found error message.

RESPONSE:

Verizon VA objects to the discovery request to the extent that it calls for special studies. Without waiving this objection, Verizon VA responds to this request as follows:

5/1/02 Response:

- (a) The number of times a CLEC in Verizon VA queried the Verizon OSS from December 1, 2001 through March 31, 2002, in an attempt to obtain a Customer Service Record and the number of attempts that resulted in an error message being returned to the CLEC appears in the table below. There are several reasons why a CSR may not be found when a CLEC queries the Verizon OSS. Those reasons are listed in (b). The information regarding the specific reasons for the number of requests with errors noted in the table is not readily available.

**VERIZON VA OSS REPLY DECLARATION
ATTACHMENT 316**

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Virginia	Total # of CSR Requests	# of Requests with Errors
December 2001	67,567	17,967
January 2002	62,800	17,470
February 2002	52,507	14,332
March 2002	66,114	17,052

(b) The reasons a CSR may not be found include: when a CLEC attempts to retrieve a CSR for a UNE Loop, UNE Platform, or UNE Listings account that belongs to another CLEC; when a CLEC attempts to retrieve a CSR for a new account where the billing system has not yet been updated; when a CLEC attempts to retrieve a CSR for a government account or an official Verizon account (the Verizon business offices); and when a CLEC submits an incorrect account number on the transaction form.

(c) The breakdown requested is not available.