

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

REQUEST NO. 7:

LNP: Cox interrogatory II-(12) addressed situations when a CLEC queried the Verizon Operational Support Systems (OSS) in an attempt to obtain a Customer Service Record (CSR) and received the error message that the CSR could not be found or was not available. Please indicate whether there have been any increased volumes in such error messages in 2002 and what the explanation for such increased volumes is. Please note whether such increased volumes may be related to problems associated with Verizon's system or the National Market Center ("NMC") system, and indicate how such problems are being addressed.

RESPONSE:

Verizon VA objects to the discovery request to the extent that it calls for special studies.

5/2/02 Response:

See the information provided in the Company's response to Cox 2-12. Generally, the volume of errors has not increased.