

OBSERVATION REPORT #111

KPMG observed that flow through orders have been processed inconsistently.

Issue

Several KPMG orders, that were expected to flow through, were processed manually by the TISOC. The test results show that Bell Atlantic designated a significant number of these expected flow through transactions as “non-flow through” during the scheduled SOP downtime, while these same transactions did flow through during the regular SOP hours of the day.

The REP field on the LSC in the following examples of confirmed orders indicates that these orders were manually processed by the TISOC:

Flow Through PONs	Ver	Date/ Time Sent	LSC received
0018211M1X005002	AA	5/31/00, 03:12A	5/31/00, 10:17A
0018213M1X002069	AA	6/02/00, 01:56A	6/02/00, 10:13A
0018413M1X002188	AA	6/02/00, 05:57A	6/02/00, 12:18P
0029114M1X001160	AA	6/06/00, 04:55P	6/06/00, 05:13P
0108114M1X000038	AA	6/06/00, 02:56P	6/06/00, 04:22P
0229111M1X005095	AA	5/31/00, 06:36P	6/01/00, 09:57A
0719113M1X004095	AA	6/02/00, 10:45P	6/05/00, 10:53A
0799113M1X004156	AA	6/02/00, 11:56P	6/05/00, 12:20P
0018113M1X002053	AA	6/02/00, 12:52A	6/02/00, 11:02A
0018313M1X002009	AA	6/02/00, 02:56A	6/02/00, 01:35P

Assessment

Inconsistent flow through treatment can impede a CLEC's ability to anticipate the confirmation and/or completion of service orders.

OBSERVATION REPORT #113

Two DS1 circuits were found to be out of service due to Bell Atlantic wiring transpositions between the MUX and the RJ48 jack (Demarcation Point)¹.

Issue

Bell Atlantic failed to properly provision the following two IOF DS1 orders by transposing the wires between the MUX and the Demarcation Point:

- 95.hfcu.509343
- 95.hfcu.509935

Assessment

If a DS1 circuit is out of service due to wiring transpositions between the MUX and the Demarcation Point, BA can not properly provision the circuit and, as a result, might not be able to provision it on the committed due date.

¹ The problem occurred at the 60 State Street, Boston customer location.



**JOINT DECLARATION OF
PATTY KWAPNIEWSKI AND
SHERRY LICHTENBERG**

ATTACHMENT 5

Issued: June 22, 2000
Updated: July 14, 2000

OBSERVATION REPORT #110

KPMG has observed discrepancies in both the LSR and EDI portions of the June 2000 release of the Pennsylvania Quality Baseline Validation Test Deck (Version 1.2) for LSOG 4.

Issue

The following issues have been identified by KPMG Consulting during its new-release CLEC Test Environment (CTE) testing of the LSOG 4 Test Deck for Pennsylvania¹:

- As part of the scenarios included within the LSOG 4.3.1, Version 1.2 CTE Test Deck, Bell Atlantic provided examples of LSRs and their associated outbound EDI requests (i.e., the EDI code). KPMG Consulting observed instances in which some of the Test Deck LSR examples were missing vital data necessary for the order to be executed. This information was included within the EDI examples and thus was inconsistent with the LSR example. *(Appendix A)*
- KPMG Consulting observed several order and pre-order transactions within the Test Deck, that return a query/error message from Bell Atlantic's systems when submitted as per the examples stated in the Quality Baseline Validation Test Deck (V1.2) *(Appendix B)*
- KPMG Consulting observed at least one EDI Test Deck inconsistency (i.e., multiple address listings in two sections of the Inbound EDI Request for Order #26). This EDI error and other Test Deck problems directly contradict the published results of Bell Atlantic's verification of test deck scenarios². The pre-validation analysis indicates the test results for the 39 Test Deck scenarios: 37 (including Order #26) reflect a "pass" status with two additional orders showing "not applicable."

As per the New Release testing procedures included in Section 4.5, CLEC Handbook (Volume II), March 2000 release, the Quality Baseline Validation Test Deck is required to undergo a quality assurance test using the new release system code before the CTE is made available to the Industry. However, based upon the number of errors and inconsistencies that exist within the test deck scenarios, the current quality assurance checks performed by Bell Atlantic do not appear to be adequate to ensure that wholesale customers have access to a complete, accurate, and stable test environment. Furthermore, KPMG Consulting was not able to obtain the same degree of success test results as published by Bell Atlantic.

¹ *Bell Atlantic – Pennsylvania Quality Baseline Validation Test Deck, LSOG 4.3.1 (Version 1.2)*, Release Date: June, 2000; Publication Date: June, 2000.

² Test Deck scenario results as represented in June 8th, 2000 Bell Atlantic Change Control letter.

This observation report is for discussion purposes only and is subject to change without notice.

Additional Information (July 13, 2000)

During the course of continued testing efforts, KPMG Consulting has observed discrepancies with the June 23, 2000 Version 1.3 release of the Quality Baseline Validation Test Deck for LSOG 4 Pennsylvania³. The majority of errors were identified for Version 1.2 of the Test Deck. Approximately half of the discrepancies were linked to the LSR portion of the test transactions with the other half related to the EDI coding portion of the order scenarios. These Test Deck issues result in the return of a query message from Bell Atlantic systems when submitted as written. Additionally, the Bell Atlantic's regression results released midway during the new-release testing cycle indicated a 100% Pass percentage for all Test Deck order scenarios⁴.

Assessment

CLECs cannot utilize the CTE effectively without accurate and complete documentation of its characteristics and use. The inconsistencies and incorrect information provided in the Pennsylvania Quality Baseline Validation Test Deck (V 1.2 and 1.3) cause delays in the testing process and thus may impede the CLECs' ability to conduct business in a timely fashion.

³ Note: Bell Atlantic - Pennsylvania Quality Baseline Validation Test Deck, LSOG 4.3.1 (Version 1.3), Release Date: June, 2000; Publication Date: June, 2000. Version issued June 23, 2000.

⁴ Test Deck scenario results released on June 17th, 2000 via Bell Atlantic Change Management letter to CLECs.

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APPENDIX A

Test Deck Scenarios with discrepancies between the LSR and EDI examples.

NO	FORM	FIELD	ISSUE
# 5,14,15,17	RS	LOCNUM	EDI shows this field populated; LSR example not populated
# 15,29	LSR-Hunt Group	LOCNUM	EDI shows this field populated; LSR example not populated
# 30,31,33,36	LS	LOCNUM	EDI shows this field populated; LSR example not populated
#4	DL	LTN	EDI LTN is 215439325, LSR example LTN is 2157537203
#24	PS	FA/Feature	EDI shows one migrated and one added feature, LSR example includes six other features that should not be on the order
#32	LS	LQTY	EDI shows field populated with "00001"; LSR example shows "1"
#29	LSR	TOS	EDI shows field populated with "1---", LSR example shows "1A--"
#31	EU	ERL	EDI does not populate ERL field, LSR example incorrectly populates this field with "Y"
#38	LS	CFA	CFA on LSR example is missing a "5", the EDI example correctly shows the CFA populated with the "5"

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APPENDIX B

Order Scenario #	Test Deck Scenario Location	Description of Error
32	3-215	LQTY field on the LS form is populated with "1" on both LSR and EDI example. It should be "00001".
24,26	3-175 & 3-183	The USOC "RDOBX" is on the LSR & EDI example. This is an invalid USOC in Pennsylvania
24,26	3-175 & 3-183	The USOC "POR2X" is on the LSR & EDI example. This is an invalid USOC for a Platform order
Flash Version #24 (Released 6/16/00)	1-1 (Flash Release)	The LSR example has both "RDOBX" & "POR2X"; both USOC's are invalid for this order. The LSR example includes two example Directory Listing (DL) forms that when submitted as written will receive a query. The EDI example shows only one DL, which is insufficient for this type of order.
26	3-183	The LSR example provides the following address: 12 ATTEST BLVD, SUIT 246 PGH, PA 15219 on both the End User (EU) and Directory Listing (DL) forms. The EDI example provides the following address on the EU form: 2 ATTEST BLVD, SUIT 292 PHILA, PA 19118. The address on the DL form is 99 ATTEST BLVD, PHILA PA 19118.

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**JOINT DECLARATION OF
PATTY KWAPNIEWSKI AND
SHERRY LICHTENBERG**

ATTACHMENT 6

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/Day	Sum Unavailable
Thu	10/28/99		1	799756		2:09:00	18:00:00	2:09:00
Fri	10/29/99		1	801047		0:30:00	18:00:00	1:00:00
			1	800356		0:30:00		
Sat	10/30/99						18:00:00	
Sun	10/31/99							
Mon	11/1/99		1	801667		2:00:00	18:00:00	2:00:00
Tue	11/2/99		1	805194		2:00:00	18:00:00	2:00:00
Wed	11/3/99		1	804797		0:30:00	18:00:00	1:00:00
			1	804965		0:30:00		
Thu	11/4/99		1	805676		0:30:00	18:00:00	2:30:00
			1	805933		2:00:00		
Fri	11/5/99						18:00:00	
Sat	11/6/99		1	1052		10:00:00	18:00:00	14:45:00
			1	1052		4:45:00		
Sun	11/7/99							
Mon	11/8/99						18:00:00	
Tue	11/9/99		1	811036		1:43:00	18:00:00	3:52:00
			1	809323		2:09:00		
Wed	11/10/99		1	809323		2:09:00	18:00:00	7:48:00
			1	811036		1:30:00		
			1	811036		2:09:00		
			1	811935		1:15:00		
			1	81192		0:45:00		
Thu	11/11/99		1	811999		0:30:00	18:00:00	10:00:00
			1	811990		9:30:00		
Fri	11/12/99		1	820		0:45:00	18:00:00	0:45:00
Sat	11/13/99		1	1074		10:00:00	18:00:00	10:00:00
Sun	11/14/99							
Mon	11/15/99		1	ADV867		1:30:00	18:00:00	1:30:00
Tue	11/16/99		1	ADV942		12:30:00	18:00:00	12:30:00
Wed	11/17/99		1	1062		1:45:00	18:00:00	2:15:00
			1	ADV1141		0:30:00		
Thu	11/18/99		1	ADV1287		2:30:00	18:00:00	10:39:00
			1	ADV1244		1:43:00		
			1	1274		1:43:00		
			1	1271		1:43:00		

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/day	Sum Unavailable
			1	1258		2:00:00		
			1	1237		1:00:00		
Fri	11/19/99		1	1366		0:15:00	18:00:00	3:45:00
			1	no ticket #		0:15:00		
			1	1379		2:30:00		
			1	1381		0:45:00		
Sat	11/20/99		1	809393		2:00:00	18:00:00	3:45:00
			1	1399		0:30:00		
			1	819393		1:15:00		
Sun	11/21/99							
Mon	11/22/99		1	ADV1407		2:00:00	18:00:00	2:00:00
Tue	11/23/99		1	1496		2:09:00	18:00:00	10:24:00
			1	ADV1482		8:15:00		
Wed	11/24/99						18:00:00	
Thu	11/25/99						18:00:00	
Fri	11/26/99						18:00:00	
Sat	11/27/99		1	1625		1:00:00	18:00:00	1:00:00
Sun	11/28/99							
Mon	11/29/99						18:00:00	
Tue	11/30/99		1	ADV1689		0:30:00	18:00:00	0:30:00
Wed	12/1/99		1	no ticket		1:00:00	18:00:00	1:00:00
Thu	12/2/99		1	no ticket		0:30:00	18:00:00	4:45:00
			1	1852		4:15:00		
Fri	12/3/99		1	1957		2:09:00	18:00:00	2:09:00
Sat	12/4/99						18:00:00	
Sun	12/5/99							
Mon	12/6/99		1	1978		2:15:00	18:00:00	9:58:00
			1	1991		2:00:00		
			1	no ticket #		1:43:00		
			1	no ticket #		2:00:00		
			1	ADV2046		2:00:00		
Tue	12/7/99		1	2081		1:43:00	18:00:00	2:43:00
			1	ADV2100		1:00:00		
Wed	12/8/99		1	613239		0:30:00	18:00:00	1:00:00
			1	2245		0:30:00		
Thu	12/9/99		1	ADV2184		2:15:00	18:00:00	9:39:00

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/day	Sum Unavailable
			1	ADV2253		2:00:00		
			1	ADV2291		3:15:00		
			1	2255		2:09:00		
Fri	12/10/99		1	2301		2:09:00	18:00:00	2:09:00
Sat	12/11/99		1	2415		3:00:00	18:00:00	6:30:00
			1	ADV2417		3:30:00		
Sun	12/12/99							
Mon	12/13/99						18:00:00	
Tue	12/14/99						18:00:00	
Wed	12/15/99						18:00:00	
Thu	12/16/99						18:00:00	
Fri	12/17/99						18:00:00	
Sat	12/18/99		1	ADV2811		2:45:00	18:00:00	3:45:00
			1	2808		1:00:00		
Sun	12/19/99							
Mon	12/20/99						18:00:00	
Tue	12/21/99		1	ADV2925		2:00:00	18:00:00	2:00:00
Wed	12/22/99						18:00:00	
Thu	12/23/99						18:00:00	
Fri	12/24/99		1	ADV3150		2:00:00	18:00:00	2:00:00
Sat	12/25/99						18:00:00	
Sun	12/26/99							
Mon	12/27/99						18:00:00	
Tue	12/28/99						18:00:00	
Wed	12/29/99		1	ADV3285		2:30:00	18:00:00	2:30:00
Thu	12/30/99		1	ADV3433		1:15:00	18:00:00	1:15:00
Fri	12/31/99		1	1146		5:00:00	18:00:00	5:00:00
Sat	1/1/00						18:00:00	
Sun	1/2/00							
Mon	1/3/00		1	3666		2:09:00	18:00:00	2:09:00
Tue	1/4/00		1	3639		0:15:00	18:00:00	0:15:00
Wed	1/5/00		1	3796		0:45:00	18:00:00	1:30:00
			1	ADV3835		0:45:00		
Thu	1/6/00						18:00:00	
Fri	1/7/00		1	ADV4036		0:15:00	18:00:00	1:00:00
			1	ADV4065		0:45:00		

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/day	Sum Unavailable
Sat	1/8/00						18:00:00	
Sun	1/9/00							
Mon	1/10/00		1	4125		2:09:00	18:00:00	2:09:00
Tue	1/11/00						18:00:00	
Wed	1/12/00						18:00:00	
Thu	1/13/00						18:00:00	
Fri	1/14/00						18:00:00	
Sat	1/15/00		1	ADV4495		1:15:00	18:00:00	1:15:00
Sun	1/16/00							
Mon	1/17/00		1	ADV4527		2:09:00	18:00:00	2:09:00
Tue	1/18/00		1	ADV4657		0:45:00	18:00:00	3:24:00
			1	4702		2:09:00		
			1	4672		0:30:00		
Wed	1/19/00		1	no ticket #		1:43:00	18:00:00	6:26:00
			1	ADV4740		3:00:00		
			1	4764		1:43:00		
Thu	1/20/00						18:00:00	
Fri	1/21/00		1	ADV4853		1:30:00	18:00:00	1:30:00
Sat	1/22/00						18:00:00	
Sun	1/23/00							
Mon	1/24/00		1	ADV4940		1:00:00	18:00:00	19:22:00
			1	4976		1:43:00		
			1	4946		2:15:00		
			1	5013		11:45:00		
			1	5038		2:09:00		
			1	1239		0:30:00		
Tue	1/25/00		1	no ticket #		2:09:00	18:00:00	6:03:00
			1	5078		2:09:00		
			1	no ticket #		0:15:00		
			1	5096		1:30:00		
Wed	1/26/00		1	5506		1:43:00	18:00:00	4:56:00
			1	5676		1:30:00		
			1	5868		1:43:00		
Thu	1/27/00						18:00:00	
Fri	1/28/00		1	ADV6138		2:00:00	18:00:00	2:15:00
			1	ADV6321		0:15:00		

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime In/Day	Sum Unavailable
Sat	1/29/00						18:00:00	
Sun	1/30/00							
Mon	1/31/00						18:00:00	
Tue	2/1/00		1	ADV6747		11:45:00	18:00:00	11:45:00
Wed	2/2/00						18:00:00	
Thu	2/3/00		1	ADV7263		1:30:00	18:00:00	2:00:00
			1	ADV7409		0:30:00		
Fri	2/4/00						18:00:00	
Sat	2/5/00						18:00:00	
Sun	2/6/00		1	7738		0:15:00		
Mon	2/7/00						18:00:00	
Tue	2/8/00		1	ADV7855		1:00:00	18:00:00	1:00:00
Wed	2/9/00						18:00:00	
Thu	2/10/00		1	ADV7931		0:30:00	18:00:00	1:15:00
			1	ADV7987		0:45:00		
Fri	2/11/00						18:00:00	
Sat	2/12/00						18:00:00	
Sun	2/13/00							
Mon	2/14/00		1	ADV8139		1:00:00	18:00:00	1:00:00
Tue	2/15/00						18:00:00	
Wed	2/16/00						18:00:00	
Thu	2/17/00		1	5676		1:43:00	18:00:00	3:52:00
			1	8424		2:09:00		
Fri	2/18/00						18:00:00	
Sat	2/19/00						18:00:00	
Sun	2/20/00							
Mon	2/21/00						18:00:00	
Tue	2/22/00		1	8671		0:45:00	18:00:00	3:54:00
			1	8712		1:00:00		
			1	8765		2:09:00		
Wed	2/23/00		1	ADV8828		1:30:00	18:00:00	1:30:00
Thu	2/24/00		1	8914		1:00:00	18:00:00	1:00:00
Fri	2/25/00						18:00:00	
Sat	2/26/00						18:00:00	
Sun	2/27/00							
Mon	2/28/00		1	9355		1:00:00	18:00:00	4:45:00

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/day	Sum Unavailable
			1	ADV9301		3:45:00		
Tue	2/29/00		1	10429		3:00:00	18:00:00	6:39:00
			1	10428		2:09:00		
			1	ADV10389		1:30:00		
Wed	3/1/00		1	ADV10646		2:00:00	18:00:00	2:45:00
			1	ADV10654		0:45:00		
Thu	3/2/00		1	11084		1:00:00	18:00:00	1:00:00
Fri	3/3/00		1	ADV11228		0:30:00	18:00:00	3:30:00
			1	ADV11245		3:00:00		
Sat	3/4/00		1	ADV11438		1:00:00	18:00:00	1:00:00
Sun	3/5/00							
Mon	3/6/00		1	ADV11468		5:00:00	18:00:00	10:45:00
			1	ADV11543		1:30:00		
			1	ADV11483		2:15:00		
			1	ADV11594		1:15:00		
			1	ADV11596		0:45:00		
Tue	3/7/00		1	ADV11655		0:15:00	18:00:00	1:45:00
			1	11662		0:45:00		
			1	ADV11774		0:45:00		
Wed	3/8/00		1	ADV11788		1:00:00	18:00:00	2:43:00
			1	ADV11801		1:43:00		
Thu	3/9/00		1	ADV11937		0:45:00	18:00:00	0:45:00
Fri	3/10/00		1	ADV12157		0:45:00	18:00:00	3:45:00
			1	ADV12162		1:00:00		
			1	12548		0:30:00		
			1	no ticket #		1:30:00		
Sat	3/11/00						18:00:00	
Sun	3/12/00							
Mon	3/13/00		1	ADV12359		30:00:00	18:00:00	39:45:00
			1	ADV12488		0:45:00		
			1	12359		8:30:00		
			1	ADV12476		0:30:00		
Tue	3/14/00						18:00:00	
Wed	3/15/00		1	ADV12821		2:09:00	18:00:00	2:09:00
Thu	3/16/00		1	no ticket #		1:00:00	18:00:00	1:00:00
Fri	3/17/00						18:00:00	

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hr/day	Sum Unavailable
Sat	3/18/00		1	13156		3:30:00	18:00:00	3:30:00
Sun	3/19/00							
Mon	3/20/00						18:00:00	
Tue	3/21/00		1	13450		2:09:00	18:00:00	2:09:00
Wed	3/22/00		1	13590		1:00:00	18:00:00	1:00:00
Thu	3/23/00						18:00:00	
Fri	3/24/00						18:00:00	
Sat	3/25/00						18:00:00	
Sun	3/26/00							
Mon	3/27/00		1	ADV13964		1:00:00	18:00:00	3:45:00
			1	ADV14007		1:15:00		
			1	ADV14084		1:00:00		
			1	ADV14023		0:30:00		
Tue	3/28/00		1	ADV14090		0:45:00	18:00:00	4:00:00
			1	ADV14161		1:00:00		
			1	ADV14228		1:15:00		
			1	ADV14283		1:00:00		
Wed	3/29/00		1	ADV14314		0:45:00	18:00:00	2:54:00
			1	ADV14317		2:09:00		
Thu	3/30/00		1	ADV14534		0:15:00	18:00:00	0:15:00
Fri	3/31/00		1	ADV14666		0:45:00	18:00:00	0:45:00
Sat	4/1/00		1	ADV14708		2:09:00	18:00:00	2:09:00
Sun	4/2/00							
Mon	4/3/00		1	ADV14937		0:30:00	18:00:00	1:15:00
			1	no ticket #		0:45:00		
Tue	4/4/00		1	ADV15021		1:15:00	18:00:00	4:00:00
			1	15033		1:30:00		
			1	ADV15197		1:15:00		
Wed	4/5/00		1	ADV15206		0:30:00	18:00:00	2:30:00
			1	ADV15295		2:00:00		
Thu	4/6/00		1	ADV15436		0:45:00	18:00:00	1:15:00
			1	ADV15442		0:30:00		
Fri	4/7/00	1	1	ADV15615	8:00:00	1:15:00	18:00:00	9:15:00
Sat	4/8/00						18:00:00	
Sun	4/9/00							
Mon	4/10/00		1	ADV15790		0:30:00	18:00:00	0:30:00

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/day	Sum Unavailable
Tue	4/11/00						18:00:00	
Wed	4/12/00						18:00:00	
Thu	4/13/00		1	16526		0:45:00	18:00:00	2:00:00
			1	16527		1:15:00		
Fri	4/14/00						18:00:00	
Sat	4/15/00		1	ADV16514		3:45:00	18:00:00	3:45:00
Sun	4/16/00							
Mon	4/17/00		1	16637		1:43:00	18:00:00	3:52:00
			1	16580		2:09:00		
Tue	4/18/00		1	16735		2:09:00	18:00:00	5:09:00
			1	16734		3:00:00		
Wed	4/19/00	1			3:00:00		18:00:00	3:00:00
Thu	4/20/00						18:00:00	
Fri	4/21/00						18:00:00	
Sat	4/22/00						18:00:00	
Sun	4/23/00	1			18:00:00			
Mon	4/24/00						18:00:00	
Tue	4/25/00						18:00:00	
Wed	4/26/00						18:00:00	
Thu	4/27/00						18:00:00	
Fri	4/28/00						18:00:00	
Sat	4/29/00	1			4:00:00		18:00:00	4:00:00
Sun	4/30/00							
Mon	5/1/00		1	18156		0:45:00	18:00:00	0:45:00
Tue	5/2/00		1	no ticket #		0:15:00	18:00:00	1:58:00
			1	19340		1:43:00		
Wed	5/3/00		1	19367		1:17:00	18:00:00	1:17:00
Thu	5/4/00						18:00:00	
Fri	5/5/00	1			1:30:00		18:00:00	1:30:00
			1		1:00:00			1:00:00
Sat	5/6/00	1			4:00:00		18:00:00	4:00:00
Sun	5/7/00	1			2:00:00			
			1		18:00:00			18:00:00
Mon	5/8/00						18:00:00	
Tue	5/9/00						18:00:00	
Wed	5/10/00						18:00:00	

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime Availability	Sum Unavailable
Thu	5/11/00	1	1	20595	1:00:00	0:32:00	18:00:00	6:04:00
			1	20709		4:32:00		
Fri	5/12/00		1	21272		6:05:00	18:00:00	6:05:00
Sat	5/13/00						18:00:00	
Sun	5/14/00							
Mon	5/15/00						18:00:00	
Tue	5/16/00		1	22160		0:25:00	18:00:00	0:25:00
Wed	5/17/00		1	22455		0:30:00	18:00:00	1:26:00
			1	22176		0:56:00		
Thu	5/18/00						18:00:00	
Fri	5/19/00						18:00:00	
Sat	5/20/00		1	22994		6:08:00	18:00:00	6:08:00
Sun	5/21/00	1			1:30:00			
Mon	5/22/00						18:00:00	
Tue	5/23/00						18:00:00	
Wed	5/24/00	1			2:30:00		18:00:00	2:30:00
Thu	5/25/00		1	24104		0:52:00	18:00:00	0:52:00
Fri	5/26/00						18:00:00	
Sat	5/27/00	1			10:00:00		18:00:00	10:00:00
Sun	5/28/00							
Mon	5/29/00						18:00:00	
Tue	5/30/00						18:00:00	
Wed	5/31/00						18:00:00	
Thu	6/1/00						18:00:00	
Fri	6/2/00						18:00:00	
Sat	6/3/00						18:00:00	
Sun	6/4/00							
Mon	6/5/00						18:00:00	
Tue	6/6/00		1	25635		0:47:00	18:00:00	0:47:00
Wed	6/7/00						18:00:00	
Thu	6/8/00						18:00:00	
Fri	6/9/00						18:00:00	
Sat	6/10/00						18:00:00	
Sun	6/11/00		1	26811		1:17:00		
Mon	6/12/00						18:00:00	
Tue	6/13/00						18:00:00	

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime h:day	Sum Unavailable
Wed	6/14/00						18:00:00	
Thu	6/15/00		1	27602		12:25:00	18:00:00	16:32:00
			1	27602		4:07:00		
Fri	6/16/00		1	28157		1:22:00	18:00:00	1:22:00
Sat	6/17/00	1			7:30:00		18:00:00	7:30:00
		1			4:00:00			4:00:00
Sun	6/18/00	1			24:00:00			
Mon	6/19/00						18:00:00	
Tue	6/20/00		1	28815		1:38:00	18:00:00	1:38:00
Wed	6/21/00						18:00:00	
Thu	6/22/00						18:00:00	
Fri	6/23/00						18:00:00	
Sat	6/24/00	1			4:30:00		18:00:00	4:30:00
		1			4:00:00			4:00:00
Sun	6/25/00	1			3:00:00			
Mon	6/26/00		1	29671		4:17:00	18:00:00	6:04:00
			1	29931		1:47:00		
Tue	6/27/00		1	30220		5:28:00	18:00:00	10:21:00
			1	29671		4:53:00		
Wed	6/28/00						18:00:00	
Thu	6/29/00	1			10:30:00		18:00:00	10:30:00
		1						
Fri	6/30/00	1			4:00:00		18:00:00	4:00:00
Sat	7/1/00	1			17:00:00		18:00:00	17:00:00
Sun	7/2/00							
Mon	7/3/00						18:00:00	
Tue	7/4/00						18:00:00	
Wed	7/5/00						18:00:00	
Thu	7/6/00						18:00:00	
Fri	7/7/00						18:00:00	
Sat	7/8/00	1					18:00:00	
			1			4:11:00		4:11:00
Sun	7/9/00		1	32187				
Mon	7/10/00						18:00:00	
Tue	7/11/00						18:00:00	
Wed	7/12/00						18:00:00	

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/day	Sum Unavailable
Thu	7/13/00						18:00:00	
Fri	7/14/00						18:00:00	
Sat	7/15/00		1	33212		3:26:00	18:00:00	3:26:00
Sun	7/16/00							
Mon	7/17/00						18:00:00	
Tue	7/18/00						18:00:00	
Wed	7/19/00						18:00:00	
Thu	7/20/00		1	33981		0:19:00	18:00:00	0:19:00
Fri	7/21/00	1			1:00:00		18:00:00	1:00:00
Sat	7/22/00	1			18:00:00		18:00:00	18:00:00
Sun	7/23/00	1						
Mon	7/24/00						18:00:00	
Tue	7/25/00						18:00:00	
Wed	7/26/00						18:00:00	
Thu	7/27/00						18:00:00	
Fri	7/28/00						18:00:00	
Sat	7/29/00						18:00:00	
Sun	7/30/00							
Mon	7/31/00						18:00:00	
Tue	8/1/00						18:00:00	
Wed	8/2/00						18:00:00	
Thu	8/3/00						18:00:00	
Fri	8/4/00						18:00:00	
Sat	8/5/00						18:00:00	
Sun	8/6/00							
Mon	8/7/00		1	38668		10:14:00	18:00:00	10:14:00
Tue	8/8/00		1			0:06:00		0:06:00

Verizon North Outage Report

	Date	Scheduled Outages	Unscheduled Outages	Trouble Ticket #	Scheduled Outages Duration	Unscheduled Outages Duration	Primetime hrs/day	Sum Unavailable
Wed	8/9/00						18:00:00	
Thu	8/10/00						18:00:00	
Fri	8/11/00						18:00:00	
Sat	8/12/00						18:00:00	
Sun	8/13/00							
Mon	8/14/00						18:00:00	
Tue	8/15/00						18:00:00	
Wed	8/16/00						18:00:00	
Thu	8/17/00						18:00:00	
Fri	8/18/00						18:00:00	
Sat	8/19/00						18:00:00	
Sun	8/20/00							
Mon	8/21/00						18:00:00	
Tue	8/22/00						18:00:00	
Wed	8/23/00						18:00:00	
Thu	8/24/00		1			10:13:00	18:00:00	10:13:00
Fri	8/25/00						18:00:00	
Sat	8/26/00						18:00:00	
Sun	8/27/00							
Mon	8/28/00						18:00:00	
Tue	8/29/00						18:00:00	
Wed	8/30/00						18:00:00	
Thu	8/31/00						18:00:00	
Fri	9/1/00		1			0:51:00	18:00:00	0:51:00
Sat	9/2/00						18:00:00	
Sun	9/3/00							
Mon	9/4/00						18:00:00	
Tue	9/5/00						18:00:00	
Wed	9/6/00						18:00:00	
Thu	9/7/00						18:00:00	
Fri	9/8/00						18:00:00	
Sat	9/9/00						18:00:00	
Sun	9/10/00							
Mon	9/11/00						18:00:00	
Tue	9/12/00						18:00:00	



**JOINT DECLARATION OF
PATTY KWAPNIEWSKI AND
SHERRY LICHTENBERG**

ATTACHMENT 7