Declaration of Matthew R. Ashenden

I declare under penalty of perjury that I have reviewed the foregoing testimony and that those sections as to which I testified are true and correct to the best of my knowledge.

Executed this _____ day of September, 2003.

Matthew R. Ashenden

Matthew R. Ashenden

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of	)	
	)	
Petition of Cavalier Telephone, LLC	)	WC Docket No. 02-359
Pursuant to Section 252(e)(5) of the	)	
Communications Act for Preemption	)	
of the Jurisdiction of the Virginia State	)	
Corporation Commission Regarding	)	
Interconnection Disputes with Verizon	)	
Virginia, Inc. and for Arbitration	)	

TESTIMONY OF AMY WEBB
ON BEHALF OF CAVALIER TELEPHONE, LLC

CAVALIER EXHIBIT ___

September 23, 2003

Q. Please state your name and job title.

A. My name is Amy C. Webb. I am the Director of Operations for Cavalier Telephone. My business address is 2134 W. Laburnum Avenue, Richmond Virginia.

Q. Please state your work experience related to the questions addressed in your testimony.

A. I have over four and one half years of experience with Cavalier Telephone. At Cavalier I have held managerial positions in customer repair and dispatch. I have been Director of Operations for almost two years.

Q. What issues will your testimony address?

A. My testimony will address Issues C9, C12, and C27.

DSL

Q. What changes does Cavalier propose in connection with Issue C9?

A. Most of those changes are discussed by Chad Edwards and Jim Vermeulen in their testimony, but I will discuss two issues: the service interval for DSL lines vs the 2-wire HDSL DS1 circuits, and the availability of 4-wire DS1 circuits compared to 2-wire HDSL DS1 circuits.

Q. What issue does Cavalier have with the service interval for DSL-compatible lines?

A. Verizon will not commit to the same service interval for a DSL circuit, as it will with a 2-wire HDSL DS1 circuit. Cavalier customers need the same type of response in restoring DSL service, including dial-tone as the 2-wire HDSL DS1 circuit. The majority of Cavalier residential DSL customers use their DSL circuit as the only means of dial-tone in their homes. Cavalier therefore proposed language in § 11.2.12

of the interconnection agreement, to require the same type of response to these situations as to a problem with a 2-wire DS1 circuit.

Q. What issue does Cavalier have with 2-wire HDSL DS1 circuits?

A. Cavalier frequently experiences trouble over these types of circuits, and Verizon will eventually replace many of these troubled circuits with 4-wire DS1 circuits. However, the change only occurs after Cavalier's customer experiences multiple problems and Cavalier's management team escalates within Verizon – This is a huge challenge. Verizon will allow us to identify on an order to them that we want to order as 4-wire DS1, however Verizon will deliver a 2-wire HDSL DS1 even though this is not what Cavalier ordered. Verizon has stated that they deliver 2-wire HDSL DS1 because the HDSL platform is equivalent to a 4-wire DS1. Cavalier has therefore proposed language in § 11.2.9 of the interconnection agreement to allow Cavalier to order these circuits.

Hot Cuts

Q. What changes does Cavalier propose in connection with Issue C12?

A. Cavalier proposes a joint implementation team in § 11.16 of the interconnection agreement.

Q. Why does Cavalier want to require a joint implementation team?

A. Mainly, the process proposed by Cavalier in § 11.16 is a more formal version of some of the informal processes already used by Verizon to identify and address certain problems. Representatives of both Cavalier and Verizon frequently meet and work together to address operational problems as they arise. That has been the practice of both companies for several years now. However, one problem with those

1 informal processes is that they are not structured enough to provide definite, quick,
2 and effective resolution of problems.
3 Also, Verizon often wants to defer an issue to a broader industry forum, which
4 can require procedures that are too time-consuming, lengthy, and complex to resolve
5 issues quickly and efficiently. Verizon may defer certain issues to an industry forum.
6 Unfortunately, that approach does not help customers with service-affecting issues,
7 and it does not help either side get difficult issues decided quickly. The joint
8 implementation team is an effort to impose a "middle-of-the-road" process that is
9 sufficiently binding to generate results, but that is flexible and informal for us not to
10 get bogged down.

11 **"Truck Rolls" and "Winbacks"**

12 **Q. What does your testimony entail with respect to Issue C27?**

13 A. For Issue C27, I will discuss two specific issues that we have labeled as **"Truck**
14 **Rolls"** and **"Winbacks".** Cavalier is one of the largest purchasers of unbundled
15 loops across all of Verizon's service area in the Mid-Atlantic states. Cavalier has
16 been purchasing loops for over four years, and knows full well the trials and
17 tribulations associated with this activity. Cavalier has the difficult task of delivering
18 high quality telephone service to its customers, when its main competitor is also its
19 main supplier. Verizon provides unbundled loops for Cavalier's customers but, as I
20 will demonstrate, there are certain deficiencies in this delivery process. While not a
21 cure-all for all of Cavalier's service issues, Cavalier is proposing to impose some
22 minor charges upon Verizon when their loop delivery process breaks down. These
23 modest charges will help protect Cavalier from sloppy work by Verizon. They are

1 necessary steps to further fine-tune the loop delivery system that Verizon has
2 installed. For the Truck Roll issue, I will demonstrate that Verizon causes
3 unnecessary expense to Cavalier. Therefore Cavalier simply wants to be
4 compensated for the time, energy, and effort associated with this wasted time.
5 Second, on the Winback issue, Cavalier, like Verizon, incurs costs to transfer one of
6 its customers to Verizon and, like Verizon, should be free to impose charges to
7 account for this functionality. For both issues, Cavalier is proposing contract
8 language and rates. Cavalier's proposed contract language is shown in Exhibit AW-
9 1. The following testimony will deal with these two subjects in greater detail.
10 **Q. What is a "Truck Roll"?**
11 A. A "Truck Roll" simply refers to the dispatching of a "truck", *i.e.* a technician, to
12 deal with a particular customer service concern, whether identified by Cavalier or by
13 the customer. For a variety of customer-related problems, an actual on-premise visit
14 is necessary to discern the cause of the service-affecting condition, and to fix it. With
15 respect to this issue, Cavalier is requesting that Verizon pay for the Cavalier
16 technician's time, when the Cavalier technician is sent to a job to verify new loops
17 and dial tone but finds that Verizon has not completed its part of the work.
18 **Q. Would you please provide an example of when a Cavalier technician is sent**
19 **to verify new loop and dial tone but finds that Verizon has not completed its part**
20 **of the work?**
21 A. This problem comes up in two ways: first, on new loop installations; and second,
22 when Verizon misses an appointment. I will discuss each in more detail:
23 **<u>1. New Loop Installations</u>**

A new loop installation means just that. Cavalier is ordering a new loop. The way the installation of a new loop is supposed to work is that Verizon's technician delivers a *working* loop to the demarcation point (or "demarc", which is typically the location of the loop termination in a network interface device (NID) on the customer's premise). Prior to installation, Cavalier receives a Firm Order Confirmation (FOC) from Verizon, stating it has accepted a Cavalier order and also listing a planned installation date. One day after Cavalier receives a FOC, Verizon notifies Cavalier via spreadsheet (e-mail) with the demarc location of the new loop. Cavalier then makes a test call to the number that Verizon claims was successfully delivered. If Cavalier is unable to reach the customer to verify service, the Cavalier technician is dispatched to the serving wire center ***and*** to the customer's premises to isolate the reason for the lack of service. In some instances the technician simply has to attach the station wire to the customer's inside wire located in the NID. But in many cases, as I will quantify later, that is not what is happening. Instead our technician will verify dialtone leaving our side of the central office but find no dialtone at the customer's demarc location. Either Verizon has delivered the loop without dialtone or Verizon never delivered the loop.

2. Missed Appointments

For a variety of reasons, there are instances where a customer's service condition cannot be isolated to Verizon's loop or to Cavalier. When this occurs, Cavalier will request a "vendor meet" with the Verizon technician or Verizon technician supervisor. When this occurs, Cavalier's technician will arrive timely at the

designated location and the Verizon tech either will arrive extremely late, causing numerous follow-up phone calls to Verizon, or will not show up at all.

Q. What documentation do you have of these two conditions?

A. I would like to refer to the attached Exhibits AW-2, AW-3, and AW-4. These exhibits tally the number of times during the June-August 2003 period when Verizon did not deliver a working loop and missed its vendor appointments. The data on these three exhibits provides a sample, listed by customer and order number, of Verizon's missed installations and missed appointments. The sample is not a complete and comprehensive listing of all such missed installations and appointments, but it shows:

	June	July	August
Loops not delivered	351	412	320
Missed Appointments	45	36	26

Q. What response does Cavalier take when Verizon does not deliver a loop?

A. The responsibility for getting the service up and running then falls upon the repair organization. The Verizon installation group, the "RCCC", believes it has completed the job, when it has not. Upon Cavalier's recognition that the trouble resides with Verizon, the Cavalier technician notifies a Cavalier dispatch clerk. The Cavalier clerk then proceeds to open a trouble ticket with Verizon's "RCMC" group. The RCMC organization coordinates maintenance issues with Cavalier and other CLECs.

Q. Does opening a trouble ticket resolve the problems?

A. An open trouble ticket, by itself, should result in a speedy resolution of a customer problem, but it does not. Rather, Cavalier must expend additional effort and coordination

with Verizon and with the customer to clear the problem. This would be unnecessary had the loop simply been delivered as scheduled.

Q. What additional effort and work falls upon Cavalier?

A. The clearing of a repair item engages different processes and procedures than an installation. For repair, Cavalier has developed various "work-around" processes to deal with situations where Verizon drops the ball. For example, Verizon is supposed to provide a commitment date and time for resolution within 24 hours, using a system labeled "RETAS", but that system is failing. As a result, Cavalier has adopted alternative measures to obtain critical trouble information. When RETAS fails, Cavalier must call Verizon on a ticket-by-ticket basis to obtain the resolution commitment date and closure information. With literally hundreds of tickets to monitor daily, this procedure is ineffective, and leads to additional confusion and delay. These "work-around" processes take precious time, energy, and resources in order to resolve customer repair problems. Work-arounds require a lot of "hand holding" to coordinate a satisfactory response from Verizon.

In the situations where a joint customer meeting has been planned and Verizon fails to show up, the Cavalier technician calls a Verizon dispatch clerk or supervisor to advise of the "no show". Because of the frequent problems with Verizon technicians not showing or showing up late, Verizon has assigned a "point person" to report these instances. That point person is Debbie Moore. However, Ms. Moore is only available during her working hours between 6:30am – 2:30pm. There is no coverage, nor assigned Verizon point person, after that time. When Debbie is not available, the dispatch clerk is forced to call the standard line at the RCMC group and, by going this route, we find it

very difficult to get the problem addressed. When calling the RCMC, the Cavalier trouble is placed in queue, under standard repair intervals. The sense of urgency evident in Ms. Moore is missing, and delays are the norm. For missed appointments, the RCMC group typically tells Cavalier to wait an additional 15 minutes; then if the Verizon technician still does not show, the Cavalier request is typically put on hold for another 15 – 30 minutes while the RCMC person tries to reach someone at Verizon to address the situation. In those instances where Verizon does not show for the meeting, and after the Cavalier technician is waiting in the field for 30 or more minutes, and there is no response from the RCMS, the Cavalier technician leaves the customer site, only to await rescheduling. The customer of course is left high and dry. And as Cavalier reschedules, the process to clear the repair starts all over again. Cavalier is then faced with recycling the technician meeting, trouble-shooting, coordination with Verizon, and customer concerns, and still everything necessary to correct the situation is subject to change all over again. Thus, my organization is affected by a lot of unnecessary "chasing" to coordinate the repair with Verizon, and coordination of that response with the customer. These attempts to resolve customer problems fail on all accounts.

Q. What types of customer response do you typically receive when this occurs?

A. To say the least, this is not a pleasurable experience for our customers. The customer typically starts with the assumption that switching her telephone provider from Verizon to Cavalier is risky business. Any bad service experience, either during installation or for a repair condition, does not reflect favorably on Cavalier. From start to finish there is a lot of heartburn between Cavalier and its customers. It is very difficult for us to manage

1 a UNE installation and repair process that is prone to so many difficulties, as I've just
2 described.

3 **Q. And how does Cavalier's proposed contract language address this concern?**

4 A. Cavalier's proposed contract language is shown in Exhibit AW-1. Specifically,
5 Cavalier is recommending changes to Section 11.17 and its subsections 11.17. 2, 11.17.3,
6 and 11.17.4. In brief, this language would provide for a direct reimbursement to Cavalier
7 for the technician's time spent in the field to address the Verizon miscues. The rate to be
8 charged is $50.00 per hour with a $16.00 quarter-hour charge.

9 **Q. Are there any other charges in addition to the amounts specified above?**

10 A. There is nothing more to it. It is just a simple charge per technician visit.

11 **Q. So for the mishaps identified in your Exhibit 2 and Exhibit 3, you would bill a**
12 **charge per hour for each time you had to roll at truck?**

13 A. What we would bill Verizon is equivalent to a charge for an hour and a quarter. That
14 equates to $66.00 per hour. The billed amounts for June through August are shown in the
15 attached exhibits.

16 **Q. But if Verizon does a better job, the bill would go down accordingly, correct?**

17 A. Yes. The $66.00 charge is linear. So as the number decreases, so does the bill.

18 **Q. Is having a charge for a truck roll a novel concept? Is this a concept that**
19 **Verizon unfamiliar to Verizon?**

20 A. No it is not. The irony is that Verizon charges Cavalier for *its* truck rolls, but resists
21 Cavalier's reciprocal efforts to charge Verizon. It is a classic case of "do as I say, but do
22 not do as I do." Exhibit AW-5 is a copy of a letter dated September 9, 2003 that Verizon
23 sent to all CLECs. In this letter, Verizon states that it is initiating charges when "Verizon

has dispatched a technician, but the installation was not completed by the technician for a reason relating to the CLEC or its customers (a "TC Not Ready" charge). Verizon wants everything to be a one-way street. To add insult to injury, Verizon apparently intends to bill Cavalier in arrears for some three years of Verizon truck rolls missed by Verizon's billing systems.

Q. What is your response to that letter?

A. There should be a balance here. Had Cavalier known that this letter would be coming, we would have added proposed contract language to provide for Verizon trying to bill Cavalier in arrears. That would only seem fair. Mr. Clift further addresses this issue in his testimony. A similar issue is Verizon's apparent increase in some of its rates in this area. Cavalier may need to adjust some of the rates that it has proposed for the pricing exhibit to the interconnection agreement.

Q. Does this conclude your testimony on these issues?

A. Yes.

Declaration of [name]
Amy C. Webb

I declare under penalty of perjury that I have reviewed the foregoing testimony and that those sections as to which I testified are true and correct to the best of my knowledge.

Executed this 23 day of September, 2003.

[name]

11.17 UNE-Related Functions Performed by Cavalier. When Cavalier provides assistance to Verizon at Verizon's request or performs other functions needed to ensure the delivery of a functioning unbundled network element, then the separate charges specified in Exhibit A shall apply. These functions consist of the following:

11.17.1 Winbacks. When a customer disconnects service with Cavalier and returns to Verizon, a processing charge is imposed. The charge is composed of a service order processing fee and an installation fee. The service order fee encompasses the communication of orders between the two companies. The installation fee encompasses the removal of the loop for any Cavalier database and switch, such that the UNE can be provisioned back to the supplier.

11.17.2 Premise Visit – New Loops and Hot Cuts. A separate charge is imposed when a Cavalier technician makes a premise visit to trouble-shoot a UNE installation, and the trouble is found to be a non-working UNE that was reported by Verizon as working and functional.

11.17.3 Missed Appointments. A separate charge is imposed when a customer appointment is concurrently made with Verizon, and Verizon misses or is late for the appointment. A fifteen-minute grace period is permitted before charges are imposed.

11.17.4 Premise Visit – Maintenance. A separate charge is imposed when a Cavalier technician makes a premise visit for maintenance and repair of a defective loop, when Verizon did not clear the trouble.

11.17.5 Expedite – Winbacks. A separate charge is imposed when Verizon requests the return of a UNE loop on an expedited basis.

IV. UNE-Related Functions Performed by Cavalier

WINBACKS		
Winbacks-Service Order	Not applicable	$10.81
Winbacks-Installation	Not applicable	$2.68
Total	Not applicable	$13.49
PREMISE VISIT – NEW LOOPS, HOT CUTS		
Premises Visit	Not applicable	$47.55
Total	Not applicable	$47.55

PREMISE VISIT – MAINTENANCE		
Premises Visit	Not applicable	$47.55
Total	Not applicable	$47.55
MISSED APPOINTMENTS		
Premises Visit	$16.00 for each quarter hour after the first half hour's delay	$50.00

V. Cavalier Collocation Services

Intrastate collocation	Under the same rates, terms, and conditions as applicable per Verizon –VA SCC Tariff No. 218, as amended from time to time.
VI. Cavalier Operation Support Systems	Under the same rates, terms, and conditions specified in this Exhibit A for analogous Verizon operation support systems functions
IVII. All Other Cavalier Services Available to Verizon for Purposes of Effectuating Local Exchange Competition	Available at rates comparable to Verizon charges or at Cavalier's tariffed rates or otherwise generally available rates.

Cavalier Telephone - FCC Arbitration
C27 - Webb Testimony
List of Loops Not Delivered and Missed Appointments

June 2003

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
6/12/03	3088122	115	Loop Not Delvrd	1329	$66.00
6/12/03	3230428	125	Loop Not Delvrd	5051	$66.00
6/25/03	3214607	115	Loop Not Delvrd	5810	$66.00
6/2/03	3229109	120	Loop Not Delvrd	2871	$66.00
6/2/03	3102918	120	Loop Not Delvrd	2872	$66.00
6/2/03	3132758	115	Loop Not Delvrd	5294	$66.00
6/2/03	3228894	125	Loop Not Delvrd	3838	$66.00
6/2/03	3226789	345	Loop Not Delvrd	5295	$66.00
6/2/03	3063418	120	Loop Not Delvrd	2916	$66.00
6/2/03	3146077	110	Loop Not Delvrd	3689	$66.00
6/2/03	3227957	125	Loop Not Delvrd	5077	$66.00
6/2/03	3055762	345	Loop Not Delvrd	5195	$66.00
6/2/03	3228349	115	Loop Not Delvrd	5457	$66.00
6/2/03	3228821	125	Loop Not Delvrd	4424	$66.00
6/2/03	3228768	110	Loop Not Delvrd	3784	$66.00
6/2/03	3183083	125	Loop Not Delvrd	3786	$66.00
6/2/03	3222279	110	Loop Not Delvrd	4422	$66.00
6/3/03	3120944	115	Loop Not Delvrd	1525	$66.00
6/3/03	3223812	115	Loop Not Delvrd	5461	$66.00
6/3/03	3229039	115	Loop Not Delvrd	5460	$66.00
6/3/03	3228973	115	Loop Not Delvrd	5463	$66.00
6/3/03	3228536	110	Loop Not Delvrd	4816	$66.00
6/3/03	3228311	125	Loop Not Delvrd	5078	$66.00
6/3/03	3227380	125	Loop Not Delvrd	2917	$66.00
6/3/03	3204914	120	Loop Not Delvrd	3674	$66.00
6/3/03	3047417	115	Loop Not Delvrd	1320	$66.00
6/3/03	3227538	345	Loop Not Delvrd	481	$132.00
6/3/03	3050163	110	Loop Not Delvrd	5377	$66.00
6/3/03	3165951	110	Loop Not Delvrd	4798	$66.00
6/3/03	3026436	115	Loop Not Delvrd	5462	$66.00
6/3/03	3228180	110	Loop Not Delvrd	5379	$66.00
6/3/03	3228684	345	Loop Not Delvrd	3440	$66.00
6/3/03	3229146	115	Loop Not Delvrd	1505	$66.00
6/4/03	3228852	115	Loop Not Delvrd	5441	$66.00
6/4/03	3229897	110	Loop Not Delvrd	4833	$66.00
6/4/03	3229307	125	Loop Not Delvrd	5076	$66.00
6/4/03	3229838	110	Loop Not Delvrd	4832	$66.00
6/4/03	1031932	455	Loop Not Delvrd	5122	$66.00
6/4/03	3176318	345	Loop Not Delvrd	3441	$66.00
6/4/03	3226154	110	Loop Not Delvrd	3694	$66.00
6/4/03	3228976	120	Loop Not Delvrd	2881	$66.00
6/4/03	3190587	125	Loop Not Delvrd	5079	$66.00
6/4/03	3229234	125	Loop Not Delvrd	3816	$66.00
6/4/03	3229757	345	Loop Not Delvrd	5198	$66.00
6/4/03	3228960	345	Loop Not Delvrd	483	$66.00
6/4/03	3229566	110	Loop Not Delvrd	6409	$66.00
6/4/03	3230124	115	Loop Not Delvrd	1377	$66.00
6/5/03	3229575	455	Loop Not Delvrd	5123	$66.00
6/5/03	1030734	345	Loop Not Delvrd	486	$66.00
6/5/03	1049612	345	Loop Not Delvrd	485	$66.00
6/5/03	1028083	345	Loop Not Delvrd	487	$66.00
6/5/03	3229374	115	Loop Not Delvrd	1506	$66.00
6/5/03	3229788	115	Loop Not Delvrd	1322	$66.00
6/5/03	3225759	115	Loop Not Delvrd	1321	$66.00
6/5/03	3074169	115	Loop Not Delvrd	5145	$66.00
6/5/03	3204317	345	Loop Not Delvrd	5199	$66.00
6/5/03	3228548	345	Loop Not Delvrd	5169	$66.00
6/5/03	3229353	125	Loop Not Delvrd	3818	$66.00
6/5/03	3228307	110	Loop Not Delvrd	6104	$66.00
6/5/03	3194515	115	Loop Not Delvrd	1524	$66.00
6/5/03	3229447	125	Loop Not Delvrd	4633	$66.00
6/5/03	3229081	110	Loop Not Delvrd	6412	$66.00
6/5/03	3071785	125	Loop Not Delvrd	3964	$66.00
6/5/03	3228154	125	Loop Not Delvrd	4833	$66.00
6/5/03	3229834	125	Loop Not Delvrd	3842	$66.00
6/5/03	3095009	110	Loop Not Delvrd	6106	$66.00
6/5/03	3228769	120	Loop Not Delvrd	2883	$66.00
6/5/03	3230056	120	Loop Not Delvrd	2874	$66.00

June 2003

AW-2

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
6/5/03	3226647	125	Loop Not Delvrd	5074	$66.00
6/5/03	3228814	115	Loop Not Delvrd	5335	$66.00
6/5/03	3060500	110	Loop Not Delvrd	6107	$66.00
6/5/03	3226790	455	Loop Not Delvrd	5170	$66.00
6/9/03	3229932	115	Loop Not Delvrd		$66.00
6/9/03	3228960	455	Loop Not Delvrd	1	$66.00
6/9/03	3169818	455	Loop Not Delvrd	490	$66.00
6/9/03	3229119	120	Loop Not Delvrd	2895	$66.00
6/9/03	3213902	120	Loop Not Delvrd	3645	$66.00
6/9/03	3230401	115	Loop Not Delvrd	2183	$66.00
6/9/03	3230899	110	Loop Not Delvrd	2923	$66.00
6/9/03	3230861	120	Loop Not Delvrd	3646	$66.00
6/9/03	3230001	115	Loop Not Delvrd	1555	$66.00
6/9/03	3222515	125	Loop Not Delvrd	7002	$66.00
6/10/03	3230309	125	Loop Not Delvrd	5088	$66.00
6/10/03	3228192	345	Loop Not Delvrd	493	$66.00
6/10/03	3231069	120	Loop Not Delvrd	3678	$66.00
6/10/03	3231342	120	Loop Not Delvrd	2884	$66.00
6/10/03	3229353	125	Loop Not Delvrd	3822	$66.00
6/10/03	3228759	110	Loop Not Delvrd	3911	$66.00
6/10/03	3221760	345	Loop Not Delvrd	5285	$66.00
6/10/03	3213679	125	Loop Not Delvrd	3757	$66.00
6/10/03	3231596	125	Loop Not Delvrd	3844	$66.00
6/10/03	3228265	110	Loop Not Delvrd	5414	$66.00
6/10/03	3230326	125	Loop Not Delvrd	3858	$66.00
6/10/03	3230959	115	Loop Not Delvrd	5378	$66.00
6/10/03	3230727	115	Loop Not Delvrd	5442	$66.00
6/10/03	3229938	125	Loop Not Delvrd	5080	$66.00
6/10/03	3181348	345	Loop Not Delvrd	2959	$66.00
6/10/03	3230915	125	Loop Not Delvrd	7004	$66.00
6/10/03	3227616	110	Loop Not Delvrd	3696	$66.00
6/10/03	3134485	110	Loop Not Delvrd	6112	$66.00
6/11/03	3229263	110	Loop Not Delvrd	3598	$66.00
6/11/03	3222601	125	Loop Not Delvrd	5065	$66.00
6/11/03	3228744	110	Loop Not Delvrd	1326	$66.00
6/11/03	3230438	110	Loop Not Delvrd	6149	$66.00
6/11/03	3231241	110	Loop Not Delvrd	6113	$66.00
6/11/03	3230353	110	Loop Not Delvrd	6114	$66.00
6/11/03	3227901	110	Loop Not Delvrd	4805	$66.00
6/11/03	3097798	125	Loop Not Delvrd	2967	$66.00
6/11/03	3230522	120	Loop Not Delvrd	3679	$66.00
6/11/03	2002566	125	Loop Not Delvrd	2528	$66.00
6/11/03	3230277	110	Loop Not Delvrd	1327	$66.00
6/11/03	3229377	455	Loop Not Delvrd	5171	$66.00
6/11/03	3231779	110	Loop Not Delvrd	2623	$66.00
6/11/03	3231095	110	Loop Not Delvrd	3914	$66.00
6/11/03	3230463	110	Loop Not Delvrd	4959	$66.00
6/11/03	3231823	110	Loop Not Delvrd	2624	$66.00
6/11/03	3230449	125	Loop Not Delvrd	7005	$66.00
6/11/03	3205180	125	Loop Not Delvrd	5063	$66.00
6/11/03	3230151	110	Loop Not Delvrd	4806	$66.00
6/11/03	3230171	110	Loop Not Delvrd	4807	$66.00
6/11/03	3230920	115	Loop Not Delvrd	5380	$66.00
6/11/03	3082375	110	Loop Not Delvrd	6421	$66.00
6/11/03	3231390	125	Loop Not Delvrd	5081	$66.00
6/11/03	3229948	125	Loop Not Delvrd	3823	$66.00
6/11/03	3230423	125	Loop Not Delvrd	4150	$66.00
6/11/03	3230410	110	Loop Not Delvrd	6422	$66.00
6/11/03	3230113	110	Loop Not Delvrd	6119	$66.00
6/11/03	3229791	110	Loop Not Delvrd	6477	$66.00
6/12/03	3225258	115	Loop Not Delvrd	1328	$66.00
6/12/03	3230416	125	Loop Not Delvrd	5082	$66.00
6/12/03	3229654	115	Loop Not Delvrd	1512	$66.00
6/12/03	3231499	115	Loop Not Delvrd	2155	$66.00
6/12/03	3065411	115	Loop Not Delvrd	5418	$66.00
6/12/03	3231466	115	Loop Not Delvrd	1513	$66.00
6/12/03	3231728	110	Loop Not Delvrd	3697	$66.00
6/12/03	3231524	110	Loop Not Delvrd	3825	$66.00
6/12/03	3231150	115	Loop Not Delvrd	3698	$66.00
6/12/03	3200928	110	Loop Not Delvrd	3715	$66.00
6/12/03	3175534	110	Loop Not Delvrd	5381	$66.00
6/12/03	3230313	125	Loop Not Delvrd		$66.00

June 2003

AW-2

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
6/12/03	3183179	345	Loop Not Delvrd	5202	$66.00
6/12/03	3223392	110	Loop Not Delvrd	2627	$66.00
6/12/03	3229429	345	Loop Not Delvrd	0245	$66.00
6/12/03	3230873	115	Loop Not Delvrd		$66.00
6/12/03	3230437	125	Loop Not Delvrd	3848	$66.00
6/12/03	3229709	345	Loop Not Delvrd	5267	$66.00
6/12/03	3230676	125	Loop Not Delvrd	3849	$66.00
6/12/03	3160216	345	Loop Not Delvrd	3447	$66.00
6/12/03	3230305	345	Loop Not Delvrd	3448	$66.00
6/12/03	3231670	110	Loop Not Delvrd	2628	$66.00
6/12/03	3177775	110	Loop Not Delvrd	3699	$66.00
6/12/03	3231314	110	Loop Not Delvrd	6130	$66.00
6/12/03	3231246	110	Loop Not Delvrd	6131	$66.00
6/12/03	3229143	125	Loop Not Delvrd	3755	$66.00
6/13/03	3230062	110	Loop Not Delvrd	4940	$66.00
6/13/03	3232374	110	Loop Not Delvrd	6129	$66.00
6/13/03	3194465	110	Loop Not Delvrd	4810	$66.00
6/16/03	3232034	115	Loop Not Delvrd	1520	$66.00
6/16/03	3227654	110	Loop Not Delvrd	2633	$66.00
6/16/03	3113609	125	Loop Not Delvrd	3852	$66.00
6/16/03	3232320	110	Loop Not Delvrd	6134	$66.00
6/16/03	3232297	110	Loop Not Delvrd	3718	$66.00
6/16/03	3165185	125	Loop Not Delvrd	4331	$66.00
6/16/03	3228169	110	Loop Not Delvrd	3719	$66.00
6/16/03	3231718	110	Loop Not Delvrd	3454	$66.00
6/16/03	3230494	125	Loop Not Delvrd	176065	$66.00
6/16/03	3228657	125	Loop Not Delvrd	5062	$66.00
6/16/03	3231258	125	Loop Not Delvrd	5174	$66.00
6/16/03	1500809	455	Loop Not Delvrd	DB006	$66.00
6/16/03	3231513	115	Loop Not Delvrd	1514	$46.00
6/16/03	3232127	115	Loop Not Delvrd	1519	$46.00
6/16/03	3231916	125	Loop Not Delvrd	5083	$66.00
6/16/03	3232196	125	Loop Not Delvrd	5064	$66.00
6/16/03	3231071	125	Loop Not Delvrd	7011	$66.00
6/16/03	3231534	125	Loop Not Delvrd	5084	$66.00
6/16/03	3232175	115	Loop Not Delvrd	5381	$66.00
6/16/03	3231592	125	Loop Not Delvrd	4153	$66.00
6/16/03	3108398	120	Loop Not Delvrd	3663	$66.00
6/16/03	3231921	125	Loop Not Delvrd	4148	$66.00
6/16/03	3231835	125	Loop Not Delvrd	2938	$66.00
6/16/03	3231614	110	Loop Not Delvrd	6137	$66.00
6/16/03	3231985	125	Loop Not Delvrd	4450	$66.00
6/16/03	3231725	120	Loop Not Delvrd	3593	$66.00
6/16/03	3175460	125	Loop Not Delvrd	5049	$66.00
6/16/03	3226610	125	Loop Not Delvrd	7012	$66.00
6/16/03	3232414	110	Loop Not Delvrd	5158	$66.00
6/16/03	3230657	125	Loop Not Delvrd	4559	$66.00
6/17/03	3059340	115	Loop Not Delvrd	1516	$66.00
6/17/03	3232294	125	Loop Not Delvrd	177169	$66.00
6/17/03	3005280	110	Loop Not Delvrd	2635	$66.00
6/17/03	3142577	125	Loop Not Delvrd	5041	$66.00
6/17/03	3198701	120	Loop Not Delvrd	3520	$66.00
6/17/03	3002585	110	Loop Not Delvrd	6138	$66.00
6/17/03	3229719	125	Loop Not Delvrd	4560	$66.00
6/17/03	3232530	125	Loop Not Delvrd	3835	$66.00
6/17/03	3227668	120	Loop Not Delvrd	2886	$66.00
6/17/03	3226443	125	Loop Not Delvrd	3836	$66.00
6/17/03	3231686	125	Loop Not Delvrd	3837	$66.00
6/17/03	3121576	120	Loop Not Delvrd	2887	$66.00
6/17/03	3231871	125	Loop Not Delvrd	7013	$66.00
6/17/03	3229275	125	Loop Not Delvrd	5044	$66.00
6/17/03	3224876	125	Loop Not Delvrd	7014	$66.00
6/17/03	3231353	110	Loop Not Delvrd	3651	$66.00
6/17/03	3073135	110	Loop Not Delvrd	3526	$66.00
6/17/03	3232445	345	Loop Not Delvrd	5270	$66.00
6/17/03	3229261	345	Loop Not Delvrd	5307	$66.00
6/17/03	3218888	345	Loop Not Delvrd	3194	$66.00
6/18/03	3232405	125	Loop Not Delvrd	4448	$66.00
6/18/03	3159845	120	Loop Not Delvrd	2888	$66.00
6/18/03	3183764	115	Loop Not Delvrd	RICH A	$66.00
6/18/03	3164100	125	Loop Not Delvrd	5050	$66.00
6/18/03	3223392	110	Loop Not Delvrd	2636	$66.00

June 2003

AW-2

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
6/18/03	3005441	110	Loop Not Delvrd	3458	$66.00
6/18/03	3232701	125	Loop Not Delvrd	5752	$66.00
6/18/03	3232595	115	Loop Not Delvrd	1517	$66.00
6/18/03	3061926	125	Loop Not Delvrd	4562	$66.00
6/18/03	3232869	115	Loop Not Delvrd	5446	$66.00
6/18/03	3191434	110	Loop Not Delvrd	3823	$66.00
6/18/03	3089222	345	Loop Not Delvrd	3363	$66.00
6/18/03	3189012	115	Loop Not Delvrd	5443	$66.00
6/18/03	3231588	110	Loop Not Delvrd	5156	$66.00
6/18/03	3222690	120	Loop Not Delvrd	3595	$66.00
6/18/03	3227130	115	Loop Not Delvrd	1518	$66.00
6/18/03	3230305	345	Loop Not Delvrd	3364	$66.00
6/18/03	3212649	120	Loop Not Delvrd	3529	$66.00
6/18/03	3232002	110	Loop Not Delvrd	3824	$66.00
6/18/03	3229063	125	Loop Not Delvrd	TOM KERSCH	$66.00
6/18/03	3232918	120	Loop Not Delvrd	3530	$66.00
6/18/03	3231261	110	Loop Not Delvrd	7018	$66.00
6/18/03	3227144	110	Loop Not Delvrd	2638	$66.00
6/18/03	3162826	120	Loop Not Delvrd	3531	$66.00
6/18/03	3140028	110	Loop Not Delvrd	6142	$66.00
6/18/03	3080035	125	Loop Not Delvrd	3532	$66.00
6/19/03	3229028	110	Loop Not Delvrd	4947	$66.00
6/19/03	3141672	115	Loop Not Delvrd	2156	$66.00
6/19/03	3232336	345	Loop Not Delvrd	5300	$66.00
6/19/03	3233223	115	Loop Not Delvrd	1511	$66.00
6/19/03	3231635	110	Loop Not Delvrd	5160	$66.00
6/19/03	3233248	110	Loop Not Delvrd	4950	$66.00
6/19/03	3232859	125	Loop Not Delvrd	2888	$66.00
6/19/03	3184105	110	Loop Not Delvrd	4949	$66.00
6/19/03	3233263	110	Loop Not Delvrd	4948	$66.00
6/19/03	3232803	110	Loop Not Delvrd	7020	$66.00
6/19/03	3233247	115	Loop Not Delvrd	1562	$66.00
6/19/03	3226687	125	Loop Not Delvrd	5054	$66.00
6/19/03	3232579	110	Loop Not Delvrd	3721	$66.00
6/19/03	3233367	110	Loop Not Delvrd	3463	$66.00
6/19/03	3190079	125	Loop Not Delvrd	5090	$66.00
6/19/03	3232925	110	Loop Not Delvrd	5055	$66.00
6/19/03	3231371	125	Loop Not Delvrd	2890	$66.00
6/23/03	3173966	115	Loop Not Delvrd	5962	$66.00
6/23/03	3232192	115	Loop Not Delvrd	6045	$66.00
6/23/03	3228657	125	Loop Not Delvrd	5056	$66.00
6/23/03	3234895	455	Loop Not Delvrd	10	$66.00
6/23/03	3227785	455	Loop Not Delvrd	11	$66.00
6/23/03	3233632	115	Loop Not Delvrd	5804	$66.00
6/23/03	3230477	125	Loop Not Delvrd	5463	$66.00
6/23/03	3232548	110	Loop Not Delvrd	6136	$66.00
6/23/03	3232785	125	Loop Not Delvrd	5489	$66.00
6/23/03	3000319	120	Loop Not Delvrd	1928	$66.00
6/23/03	3125610	125	Loop Not Delvrd	5351	$66.00
6/23/03	2001954	125	Loop Not Delvrd	5467	$66.00
6/23/03	3233735	110	Loop Not Delvrd	3597	$66.00
6/23/03	3233185	110	Loop Not Delvrd	6269	$66.00
6/23/03	3229787	110	Loop Not Delvrd	3828	$66.00
6/23/03	3233019	125	Loop Not Delvrd	5092	$66.00
6/23/03	3234077	115	Loop Not Delvrd	2157	$66.00
6/23/03	3233009	125	Loop Not Delvrd	5449	$66.00
6/23/03	3232872	110	Loop Not Delvrd	5304	$66.00
6/23/03	3233769	120	Loop Not Delvrd	4171	$66.00
6/23/03	3210684	125	Loop Not Delvrd	5350	$66.00
6/24/03	3104102	120	Loop Not Delvrd	5093	$66.00
6/24/03	3231793	115	Loop Not Delvrd	5807	$66.00
6/24/03	3231845	455	Loop Not Delvrd	jm003	$66.00
6/24/03	3095886	115	Loop Not Delvrd	1564	$66.00
6/24/03	3233881	125	Loop Not Delvrd	5353	$66.00
6/24/03	3233693	110	Loop Not Delvrd	6438	$66.00
6/24/03	3233853	110	Loop Not Delvrd	3829	$66.00
6/24/03	3234206	115	Loop Not Delvrd	2158	$66.00
6/24/03	3233538	125	Loop Not Delvrd	5426	$66.00
6/24/03	3232943	125	Loop Not Delvrd	9462	$66.00
6/24/03	3230056	120	Loop Not Delvrd	3596	$66.00
6/24/03	3040096	115	Loop Not Delvrd	1565	$66.00
6/24/03	3228297	125	Loop Not Delvrd	4137	$66.00

June 2003

AW-2

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
6/24/03	3233485	110	Loop Not Delvrd	6125	$66.00
6/24/03	3233093	115	Loop Not Delvrd	6041	$66.00
6/24/03	3115707	345	Loop Not Delvrd	3366	$66.00
6/24/03	3233826	115	Loop Not Delvrd	6041	$66.00
6/24/03	3231755	345	Loop Not Delvrd	3367	$66.00
6/24/03	3231868	125	Loop Not Delvrd	5432	$66.00
6/24/03	3234234	115	Loop Not Delvrd	1551	$66.00
6/24/03	3234090	115	Loop Not Delvrd	6040	$66.00
6/25/03	3233751	110	Loop Not Delvrd	3864	$66.00
6/25/03	3234418	110	Loop Not Delvrd	6126	$66.00
6/25/03	3233719	115	Loop Not Delvrd	5958	$66.00
6/25/03	3234458	345	Loop Not Delvrd	5408	$66.00
6/25/03	1059421	455	Loop Not Delvrd	5159	$66.00
6/25/03	3233625	115	Loop Not Delvrd	6038	$66.00
6/25/03	3234625	120	Loop Not Delvrd	3655	$66.00
6/25/03	3233905	120	Loop Not Delvrd	3668	$66.00
6/25/03	3231245	455	Loop Not Delvrd	5161	$66.00
6/25/03	3234029	125	Loop Not Delvrd	6666	$66.00
6/25/03	3233640	125	Loop Not Delvrd	4172	$66.00
6/25/03	3232807	125	Loop Not Delvrd	9876	$66.00
6/25/03	3231164	110	Loop Not Delvrd	4989	$66.00
6/25/03	3233435	125	Loop Not Delvrd	5094	$66.00
6/25/03	3234207	110	Loop Not Delvrd	6440	$66.00
6/25/03	3233842	110	Loop Not Delvrd	6441	$66.00
6/25/03	3233917	125	Loop Not Delvrd	5473	$66.00
6/25/03	3233624	115	Loop Not Delvrd	2159	$66.00
6/25/03	3213458	110	Loop Not Delvrd	BDF0030	$78.00
6/25/03	3233488	125	Loop Not Delvrd	5472	$66.00
6/25/03	3042538	110	Loop Not Delvrd	3863	$66.00
6/25/03	3184428	125	Loop Not Delvrd	5470	$66.00
6/25/03	3231921	125	Loop Not Delvrd	461	$66.00
6/25/03	3231108	120	Loop Not Delvrd	4989	$66.00
6/25/03	3233689	125	Loop Not Delvrd	5457	$66.00
6/25/03	3234416	125	Loop Not Delvrd	5355	$66.00
6/25/03	3046290	110	Loop Not Delvrd	2642	$66.00
6/25/03	3233386	125	Loop Not Delvrd	5424	$66.00
6/25/03	3230844	125	Loop Not Delvrd	5456	$66.00
6/26/03	3230113	110	Loop Not Delvrd	6127	$66.00
6/26/03	3233699	110	Loop Not Delvrd	3862	$66.00
6/26/03	3231823	110	Loop Not Delvrd	6442	$66.00
6/26/03	3232820	345	Loop Not Delvrd	3368	$46.00
6/26/03	3231931	115	Loop Not Delvrd	5904	$66.00
6/26/03	3153867	115	Loop Not Delvrd	5886	$66.00
6/26/03	3226033	345	Loop Not Delvrd	3471	$66.00
6/26/03	3234553	120	Loop Not Delvrd	3658	$66.00
6/26/03	3234417	125	Loop Not Delvrd	5497	$66.00
6/26/03	3234487	125	Loop Not Delvrd	5496	$66.00
6/26/03	3233770	125	Loop Not Delvrd	5203	$66.00
6/26/03	3182923	125	Loop Not Delvrd	3657	$66.00
6/26/03	3194209	125	Loop Not Delvrd	4951	$66.00
6/26/03	3233063	125	Loop Not Delvrd	5357	$66.00
6/26/03	3234309	125	Loop Not Delvrd	4181	$66.00
6/26/03	3232205	345	Loop Not Delvrd	3369	$66.00
6/26/03	3233523	345	Loop Not Delvrd	3408	$66.00
6/26/03	3233544	110	Loop Not Delvrd	BDF0031	$66.00
6/26/03	3234388	125	Loop Not Delvrd	5425	$66.00
6/26/03	3075030	115	Loop Not Delvrd	5928	$66.00
6/26/03	3159698	125	Loop Not Delvrd	4183	$66.00
6/26/03	3135062	125	Loop Not Delvrd	5205	$66.00
6/26/03	3233168	125	Loop Not Delvrd	5500	$66.00
6/27/03	3234267	125	Loop Not Delvrd	5204	$66.00
6/27/03	3233117	115	Loop Not Delvrd	5888	$66.00
6/27/03	3233928	115	Loop Not Delvrd	5887	$66.00
6/27/03	3234526	110	Loop Not Delvrd	3861	$66.00
6/27/03	3234288	110	Loop Not Delvrd	3830	$66.00
6/27/03	3153085	110	Loop Not Delvrd	6444	$66.00
6/27/03	3234259	110	Loop Not Delvrd	6148	$66.00
6/3/03	3228781	110	Repeat Disp / Other	3693	$66.00
6/4/03	3056554	115	Repeat Disp / Other	1507	$182.00
6/11/03	3228949	110	Repeat Disp / Other	6117	$66.00
6/17/03	3000516	115	Repeat Disp / Other	1532	$66.00
6/25/03	3078692	115	Repeat Disp / Other	2146	$66.00

June 2003

AW-2

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
6/26/03	3078692	115	Repeat Disp / Other	2146	$66.00
6/11/03	3082771	125	VMeet - Late	3845	$66.00
6/17/03	1035191	455	VMeet - Late	5176	$98.00
6/2/03	3227737	115	VMeet - Missed	1319	$66.00
6/3/03	3159191	110	VMeet - Missed	5387	$114.00
6/3/03	1060397	345	VMeet - Missed	480	$66.00
6/9/03	3194515	115	VMeet - Missed	1325	$66.00
6/11/03	3108398	120	VMeet - Missed	3647	$66.00
6/12/03	3228949	110	VMeet - Missed	4939	$98.00
6/17/03	3227635	110	VMeet - Missed	3722	$66.00
6/17/03	3231707	345	VMeet - Missed	BO	$66.00
6/17/03	3229071	110	VMeet - Missed	6139	$66.00
6/18/03	3108398	120	VMeet - Missed	3522	$66.00
6/19/03	3015179	110	VMeet - Missed	3825	$82.00
6/23/03	3063418	120	VMeet - Missed	4169	$66.00
6/24/03	3229589	115	VMeet - Missed	2145	$66.00
6/3/03	3140159	110	VMeet - Repaired	6471	$66.00
6/4/03	3225323	345	VMeet - Repaired	5197	$98.00
6/4/03	1055666	455	VMeet - Repaired	5165	$66.00
6/9/03	3169270	125	VMeet - Repaired	7001	$66.00
6/9/03	3165951	110	VMeet - Repaired	4800	$114.00
6/10/03	3229230	110	VMeet - Repaired	4979	$98.00
6/10/03	3228949	110	VMeet - Repaired	6109	$66.00
6/10/03	3207439	110	VMeet - Repaired	4979	$66.00
6/10/03	3226655	110	VMeet - Repaired	6110	$66.00
6/11/03	3193184	120	VMeet - Repaired	2885	$66.00
6/12/03	3136709	120	VMeet - Repaired	3680	$66.00
6/12/03	3229293	110	VMeet - Repaired	6426	$66.00
6/16/03	3034482	110	VMeet - Repaired	3594	$66.00
6/18/03	3215712	120	VMeet - Repaired	2889	$66.00
6/18/03	3228307	110	VMeet - Repaired	6431	$66.00
6/18/03	3148896	110	VMeet - Repaired	4945	$98.00
6/19/03	3232407	110	VMeet - Repaired	3724	$66.00
6/23/03	3229601	125	VMeet - Repaired	BD236880	$66.00
6/23/03	3022624	115	VMeet - Repaired	5805	$66.00
6/24/03	3051280	115	VMeet - Repaired	1563	$66.00
6/26/03	3181348	345	VMeet - Repaired	5309	$66.00
6/26/03	3209372	125	VMeet - Repaired	4173	$66.00
6/26/03	3228232	120	VMeet - Repaired	4175	$66.00
				Total	$26,476.00

Cavalier Telephone - FCC Arbitration
C27 - Webb Testimony
List of Loops Not Delivered and Missed Appointments

AW-3

July 2003

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
6/30/03	3234685	115	Loop Not Delvrd	6036	$66.00
6/30/03	3234774	115	Loop Not Delvrd	6035	$66.00
6/30/03	3234120	125	Loop Not Delvrd	4431	$66.00
6/30/03	3231372	125	Loop Not Delvrd	5359	$66.00
6/30/03	3234658	125	Loop Not Delvrd	5477	$66.00
6/30/03	3234414	120	Loop Not Delvrd	4187	$66.00
6/30/03	3195191	120	Loop Not Delvrd	4245	$66.00
6/30/03	3232444	120	Loop Not Delvrd	4188	$66.00
6/30/03	3234863	115	Loop Not Delvrd	1567	$66.00
6/30/03	3231261	125	Loop Not Delvrd	5057	$66.00
6/30/03	3115707	345	Loop Not Delvrd	3145	$66.00
6/30/03	3234641	120	Loop Not Delvrd	4247	$66.00
6/30/03	3234913	345	Loop Not Delvrd	3372	$66.00
6/30/03	3235064	125	Loop Not Delvrd	5095	$66.00
6/30/03	3232895	345	Loop Not Delvrd	3859	$66.00
6/30/03	3234266	110	Loop Not Delvrd	3727	$66.00
6/30/03	3179113	125	Loop Not Delvrd	5360	$66.00
6/30/03	3234416	125	Loop Not Delvrd	5361	$66.00
6/30/03	3234356	345	Loop Not Delvrd	7703	$66.00
6/30/03	3232569	125	Loop Not Delvrd	5362	$66.00
6/30/03	3232349	455	Loop Not Delvrd	7704	$66.00
7/1/03	3165896	125	Loop Not Delvrd	4432	$66.00
7/1/03	3234417	125	Loop Not Delvrd	5061	$66.00
7/1/03	3228851	125	Loop Not Delvrd	5096	$66.00
7/1/03	3234976	125	Loop Not Delvrd	5097	$66.00
7/1/03	3093726	125	Loop Not Delvrd	4189	$66.00
7/1/03	3233165	125	Loop Not Delvrd	5364	$66.00
7/1/03	3234497	120	Loop Not Delvrd	4069	$66.00
7/1/03	3235268	120	Loop Not Delvrd	4141	$66.00
7/1/03	3111239	345	Loop Not Delvrd	5182	$66.00
7/1/03	3235403	115	Loop Not Delvrd	5930	$66.00
7/1/03	3235717	115	Loop Not Delvrd	5929	$66.00
7/1/03	3235646	110	Loop Not Delvrd	6447	$66.00
7/2/03	3234852	345	Loop Not Delvrd	5185	$66.00
7/2/03	3235613	110	Loop Not Delvrd	4071	$66.00
7/2/03	3231245	455	Loop Not Delvrd	nws05	$66.00
7/2/03	3235415	115	Loop Not Delvrd	5947	$66.00
7/2/03	3024672	110	Loop Not Delvrd	5311	$66.00
7/2/03	3235373	115	Loop Not Delvrd	5973	$66.00
7/2/03	3235457	125	Loop Not Delvrd	5493	$66.00
7/2/03	3115066	125	Loop Not Delvrd	5492	$66.00
7/2/03	3232322	110	Loop Not Delvrd	4955	$66.00
7/2/03	3109582	110	Loop Not Delvrd	6449	$66.00
7/2/03	3229111	125	Loop Not Delvrd	4248	$66.00
7/2/03	3235406	115	Loop Not Delvrd	2161	$66.00
7/2/03	3235065	115	Loop Not Delvrd	5974	$66.00
7/2/03	3235386	115	Loop Not Delvrd	5976	$66.00
7/2/03	3180160	125	Loop Not Delvrd	5480	$66.00
7/2/03	1051023	345	Loop Not Delvrd	7803	$66.00
7/2/03	3030332	110	Loop Not Delvrd	6450	$66.00
7/2/03	3217045	125	Loop Not Delvrd	4073	$66.00
7/2/03	3235694	115	Loop Not Delvrd	5961	$66.00
7/2/03	3235848	120	Loop Not Delvrd	4005	$66.00
7/2/03	3012082	110	Loop Not Delvrd	4957	$66.00
7/2/03	3235226	345	Loop Not Delvrd	5206	$66.00
7/2/03	3226985	110	Loop Not Delvrd	3731	$66.00
7/2/03	3235338	125	Loop Not Delvrd	4442	$66.00
7/2/03	3227424	120	Loop Not Delvrd	4006	$66.00
7/7/03	3236595	110	Loop Not Delvrd	5237	$66.00
7/7/03	3235938	115	Loop Not Delvrd	6033	$66.00
7/7/03	3186093	125	Loop Not Delvrd	5481	$66.00
7/7/03	3236589	110	Loop Not Delvrd	5236	$66.00
7/7/03	3236200	115	Loop Not Delvrd	5813	$66.00
7/7/03	3235906	125	Loop Not Delvrd	5060	$66.00
7/7/03	3235316	110	Loop Not Delvrd	6453	$66.00
7/7/03	3090398	115	Loop Not Delvrd	2168	$66.00
7/7/03	3236384	115	Loop Not Delvrd	1538	$66.00
7/7/03	3235892	120	Loop Not Delvrd	5238	$66.00
7/7/03	3236323	120	Loop Not Delvrd	4150	$66.00
7/7/03	3236397	115	Loop Not Delvrd	5815	$66.00
7/7/03	3235587	115	Loop Not Delvrd	5814	$66.00
7/7/03	3236175	115	Loop Not Delvrd	5816	$66.00
7/7/03	3235689	125	Loop Not Delvrd	5482	$66.00
7/7/03	3235797	345	Loop Not Delvrd	3077	$66.00
7/7/03	3232147	345	Loop Not Delvrd	3078	$66.00

July 2003

AW-3

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order Invoice ID	Bill Amount
7/7/03	3233192	110	Loop Not Delvrd	3753	$66.00
7/7/03	3235705	125	Loop Not Delvrd	4438	$66.00
7/7/03	3235016	110	Loop Not Delvrd	3733	$66.00
7/7/03	3236234	120	Loop Not Delvrd	5314	$66.00
7/7/03	3232577	120	Loop Not Delvrd	5315	$66.00
7/7/03	3235295	120	Loop Not Delvrd	4440	$66.00
7/8/03	3184760	345	Loop Not Delvrd	5210	$66.00
7/8/03	3173500	110	Loop Not Delvrd	5239	$66.00
7/8/03	3075216	345	Loop Not Delvrd	3080	$66.00
7/8/03	3189012	115	Loop Not Delvrd	5936	$66.00
7/8/03	3235421	125	Loop Not Delvrd	5317	$66.00
7/8/03	3135292	345	Loop Not Delvrd	3082	$66.00
7/8/03	3235197	110	Loop Not Delvrd	6169	$66.00
7/8/03	3106059	125	Loop Not Delvrd	TOM KERSCH	$66.00
7/8/03	3235272	125	Loop Not Delvrd	TOM KERSCH	$66.00
7/8/03	3235211	125	Loop Not Delvrd	5370	$66.00
7/8/03	3018943	110	Loop Not Delvrd	3702	$66.00
7/8/03	3235395	110	Loop Not Delvrd	2304	$66.00
7/8/03	3235564	566	Loop Not Delvrd	5313	$66.00
7/8/03	3235355	345	Loop Not Delvrd	5212	$66.00
7/9/03	3236244	345	Loop Not Delvrd	5213	$66.00
7/9/03	3080035	120	Loop Not Delvrd	4078	$66.00
7/9/03	3237276	115	Loop Not Delvrd	5488	$66.00
7/9/03	3150156	125	Loop Not Delvrd	5320	$66.00
7/9/03	3168247	115	Loop Not Delvrd	6032	$66.00
7/9/03	3113575	345	Loop Not Delvrd	5215	$66.00
7/9/03	3236222	115	Loop Not Delvrd	1573	$66.00
7/9/03	3236563	345	Loop Not Delvrd	5214	$66.00
7/9/03	3085396	345	Loop Not Delvrd	3081	$66.00
7/9/03	3235199	110	Loop Not Delvrd	5243	$66.00
7/9/03	3236176	110	Loop Not Delvrd	3866	$66.00
7/9/03	3236657	125	Loop Not Delvrd	TOM KERSCH	$66.00
7/9/03	3182644	125	Loop Not Delvrd	5098	$66.00
7/9/03	3236486	110	Loop Not Delvrd	6457	$66.00
7/9/03	3236038	455	Loop Not Delvrd	41	$66.00
7/9/03	3235752	----	Loop Not Delvrd	5939	$66.00
7/9/03	3237011	345	Loop Not Delvrd	5317	$66.00
7/9/03	3237286	345	Loop Not Delvrd	5316	$66.00
7/9/03	3214488	110	Loop Not Delvrd	3867	$66.00
7/9/03	3236299	110	Loop Not Delvrd	6171	$66.00
7/9/03	3236290	110	Loop Not Delvrd	5375	$66.00
7/9/03	3235594	110	Loop Not Delvrd	3921	$66.00
7/9/03	3073549	115	Loop Not Delvrd	1575	$66.00
7/9/03	3145927	115	Loop Not Delvrd	6059	$66.00
7/9/03	3235377	110	Loop Not Delvrd	3923	$66.00
7/9/03	3106590	345	Loop Not Delvrd	5318	$66.00
7/9/03	3235493	345	Loop Not Delvrd	7712	$66.00
7/9/03	3063647	110	Loop Not Delvrd	3868	$66.00
7/9/03	3233590	110	Loop Not Delvrd	3706	$66.00
7/9/03	3237152	455	Loop Not Delvrd	7807	$66.00
7/10/03	3077017	115	Loop Not Delvrd	6031	$66.00
7/10/03	3236570	115	Loop Not Delvrd	5490	$66.00
7/10/03	3000190	115	Loop Not Delvrd	6030	$66.00
7/10/03	3153867	115	Loop Not Delvrd	5940	$66.00
7/10/03	3236371	115	Loop Not Delvrd	5491	$66.00
7/10/03	3005594	110	Loop Not Delvrd	6459	$66.00
7/10/03	3236823	110	Loop Not Delvrd	3925	$66.00
7/10/03	3236756	110	Loop Not Delvrd	3924	$66.00
7/10/03	3236413	120	Loop Not Delvrd	4080	$66.00
7/10/03	3234831	115	Loop Not Delvrd	1574	$66.00
7/10/03	3097039	110	Loop Not Delvrd	6458	$66.00
7/10/03	3237253	120	Loop Not Delvrd	4082	$66.00
7/10/03	3186185	125	Loop Not Delvrd	5486	$66.00
7/10/03	3236400	125	Loop Not Delvrd	5212	$66.00
7/10/03	3232213	125	Loop Not Delvrd	5213	$66.00
7/10/03	3061949	115	Loop Not Delvrd	1577	$66.00
7/10/03	3236766	455	Loop Not Delvrd	3083	$66.00
7/10/03	3233023	110	Loop Not Delvrd	3926	$66.00
7/10/03	3236303	345	Loop Not Delvrd	3084	$66.00
7/10/03	3231612	345	Loop Not Delvrd	3085	$66.00
7/10/03	3233542	110	Loop Not Delvrd	3928	$98.00
7/10/03	3236730	115	Loop Not Delvrd	5492	$66.00
7/10/03	3236721	345	Loop Not Delvrd	5315	$66.00
7/10/03	3236772	125	Loop Not Delvrd	5488	$66.00
7/10/03	3236599	125	Loop Not Delvrd	6487	$66.00
7/10/03	3202362	455	Loop Not Delvrd	7714	$66.00
7/10/03	3236130	115	Loop Not Delvrd	4153	$66.00
7/10/03	3200630	115	Loop Not Delvrd	4154	$66.00
7/10/03	3233917	125	Loop Not Delvrd	4923	$66.00
7/14/03	3238683	345	Loop Not Delvrd	5223	$66.00

July 2003

AW-3

Date Added	Cu Acct #	Market Code	Billing Reason	Work Order invoice ID	Bill Amount
7/14/03	3233667	110	Loop Not Delvrd	3737	$66.00
7/14/03	3237251	110	Loop Not Delvrd	4922	$66.00
7/14/03	3237238	110	Loop Not Delvrd	3755	$66.00
7/14/03	3237097	125	Loop Not Delvrd	5101	$66.00
7/14/03	3237109	125	Loop Not Delvrd	4905	$66.00
7/14/03	3237033	125	Loop Not Delvrd	4906	$66.00
7/14/03	3237371	115	Loop Not Delvrd	5887	$46.00
7/14/03	3238485	110	Loop Not Delvrd	3931	$66.00
7/14/03	3233989	110	Loop Not Delvrd	4088	$66.00
7/14/03	3236556	125	Loop Not Delvrd	5937	$66.00
7/14/03	3013161	110	Loop Not Delvrd	3934	$66.00
7/14/03	3237867	110	Loop Not Delvrd	3756	$66.00
7/15/03	3149559	115	Loop Not Delvrd	6029	$66.00
7/15/03	3131516	120	Loop Not Delvrd	4157	$66.00
7/15/03	3237573	115	Loop Not Delvrd	5889	$66.00
7/15/03	3083097	115	Loop Not Delvrd	5888	$66.00
7/15/03	3237957	120	Loop Not Delvrd	4091	$66.00
7/15/03	3234272	120	Loop Not Delvrd	4196	$66.00
7/15/03	3238474	345	Loop Not Delvrd	3857	$66.00
7/15/03	3222977	120	Loop Not Delvrd	4238	$66.00
7/15/03	3235394	125	Loop Not Delvrd	5037	$66.00
7/15/03	3238149	110	Loop Not Delvrd	3936	$66.00
7/15/03	3228693	125	Loop Not Delvrd	4215	$66.00
7/15/03	3128483	110	Loop Not Delvrd	3757	$66.00
7/15/03	3004969	110	Loop Not Delvrd	3935	$66.00
7/15/03	3237733	125	Loop Not Delvrd	4237	$66.00
7/15/03	3236447	345	Loop Not Delvrd	5244	$66.00
7/15/03	3237212	345	Loop Not Delvrd	3208	$66.00
7/15/03	3238349	115	Loop Not Delvrd	1527	$66.00
7/15/03	3237909	125	Loop Not Delvrd	5432	$66.00
7/15/03	3176440	125	Loop Not Delvrd	5332	$66.00
7/15/03	3237638	345	Loop Not Delvrd	3207	$66.00
7/15/03	3237620	115	Loop Not Delvrd	5515	$66.00
7/15/03	3237322	345	Loop Not Delvrd	5245	$66.00
7/15/03	3237564	345	Loop Not Delvrd	5246	$66.00
7/15/03	1000893	455	Loop Not Delvrd	47	$66.00
7/15/03	3208278	120	Loop Not Delvrd	4214	$66.00
7/15/03	3231788	345	Loop Not Delvrd	5248	$66.00
7/15/03	3236937	455	Loop Not Delvrd	7715	$66.00
7/16/03	3177680	115	Loop Not Delvrd	4160	$66.00
7/16/03	3234860	125	Loop Not Delvrd	4994	$66.00
7/16/03	3197794	125	Loop Not Delvrd	4495	$66.00
7/16/03	3237428	125	Loop Not Delvrd	4934	$66.00
7/16/03	3233539	125	Loop Not Delvrd	5102	$66.00
7/16/03	3238627	110	Loop Not Delvrd	4998	$66.00
7/16/03	3209543	120	Loop Not Delvrd	4197	$66.00
7/16/03	3236429	345	Loop Not Delvrd	3090	$66.00
7/16/03	3237613	345	Loop Not Delvrd	3211	$66.00
7/16/03	3234262	125	Loop Not Delvrd	5384	$66.00
7/16/03	3055831	110	Loop Not Delvrd	3758	$66.00
7/16/03	3229729	120	Loop Not Delvrd	4198	$66.00
7/16/03	3233077	110	Loop Not Delvrd	1973	$66.00
7/16/03	3218338	115	Loop Not Delvrd	5978	$66.00
7/16/03	3237508	345	Loop Not Delvrd	3091	$66.00
7/16/03	3227140	125	Loop Not Delvrd	5038	$66.00
7/16/03	3236702	110	Loop Not Delvrd	6540	$66.00
7/16/03	3238143	115	Loop Not Delvrd	5505	$66.00
7/16/03	3207265	110	Loop Not Delvrd	1974	$66.00
7/16/03	3102853	345	Loop Not Delvrd	3092	$66.00
7/16/03	3238016	345	Loop Not Delvrd	7816	$66.00
7/16/03	3131516	120	Loop Not Delvrd	4093	$66.00
7/16/03	3237313	125	Loop Not Delvrd	5103	$66.00
7/17/03	3237663	110	Loop Not Delvrd	3869	$66.00
7/17/03	3238013	345	Loop Not Delvrd	7817	$66.00
7/17/03	3238012	345	Loop Not Delvrd	7818	$66.00
7/17/03	3236934	455	Loop Not Delvrd	8129	$66.00
7/17/03	3106107	120	Loop Not Delvrd	4092	$66.00
7/17/03	3081828	110	Loop Not Delvrd	6185	$66.00
7/17/03	3227787	120	Loop Not Delvrd	4094	$66.00
7/17/03	3238040	125	Loop Not Delvrd	5433	$66.00
7/17/03	3238536	110	Loop Not Delvrd	3713	$66.00
7/17/03	3123467	110	Loop Not Delvrd	6469	$66.00
7/17/03	3238265	110	Loop Not Delvrd	3871	$66.00
7/17/03	3238624	110	Loop Not Delvrd	3714	$66.00
7/17/03	3238132	125	Loop Not Delvrd	5434	$66.00
7/17/03	3230474	115	Loop Not Delvrd	5506	$66.00
7/17/03	3206386	345	Loop Not Delvrd	3093	$66.00
7/17/03	3238707	345	Loop Not Delvrd	5250	$66.00
7/17/03	3238343	345	Loop Not Delvrd	5251	$66.00
7/17/03	3085536	110	Loop Not Delvrd	6541	$66.00