

**RESPONSE TO ODR 5
REPEAT TROUBLE FROM
WHOLESALE CUSTOMERS BY MONTH**

RESPONSE TO ODR 5
REPEAT TROUBLES FROM WHOLESALE CUSTOMERS BY MONTH

METRIC ID	METRIC DESC	PRODUCT DESC		March-09	April-09	May-09	June-09
MR-5-01-2100	% Repeat Reports within 30 Days	Resale POTS	FRP PERF	9.89	9.78	9.62	11.20
			CLEC PERF	10.00	14.29	5.56	17.50
			FRP DEN	3480	3456	3525	4591
			CLEC DEN	10	21	36	40
			FRP NUM	344	338	339	514
			CLEC NUM	1	3	2	7
MR-5-01-2200	% Repeat Reports within 30 Days	Resale Specials	FRP PERF	0.00	0.00	0.00	11.11
			CLEC PERF	0.00	NA	NA	NA
			FRP DEN	4	6	4	9
			CLEC DEN	1	NA	NA	NA
			FRP NUM	0	0	0	1
			CLEC NUM	0	NA	NA	NA
MR-5-01-2341	% Repeat Reports within 30 Days	Resale 2-Wire Digital Services	FRP PERF	33.33	0.00	0.00	33.33
			CLEC PERF	NA	NA	NA	NA
			FRP DEN	3	2	5	6
			CLEC DEN	NA	NA	NA	NA
			FRP NUM	1	0	0	2
			CLEC NUM	NA	NA	NA	NA
MR-5-01-3112	% Repeat Reports within 30 Days	UNE POTS Loop	FRP PERF	9.89	9.78	9.62	11.20
			CLEC PERF	9.76	10.05	10.36	14.15
			FRP DEN	3480	3456	3525	4591
			CLEC DEN	164	209	280	311
			FRP NUM	344	338	339	514
			CLEC NUM	16	21	29	44
MR-5-01-3140	% Repeat Reports within 30 Days	UNE POTS Platform	FRP PERF	9.89	9.78	9.62	11.20
			CLEC PERF	9.38	12.00	10.42	8.66
			FRP DEN	3480	3456	3525	4591
			CLEC DEN	96	100	96	127
			FRP NUM	344	338	339	514
			CLEC NUM	9	12	10	11
MR-5-01-3200	% Repeat Reports within 30 Days	UNE Specials	FRP PERF	0.00	0.00	0.00	11.11
			CLEC PERF	17.39	13.64	15.91	14.58
			FRP DEN	4	6	4	9
			CLEC DEN	23	44	44	48
			FRP NUM	0	0	0	1
			CLEC NUM	4	6	7	7

RESPONSE TO ODR 5
REPEAT TROUBLES FROM WHOLESALE CUSTOMERS BY MONTH

METRIC ID	METRIC DESC	FRP/ST DESC		March-09	April-09	May-09	June-09
MR-5-01-3341	% Repeat Reports within 30 Days	UNE 2-Wire Digital Loops	FRP PERF	9.89	9.78	9.61	11.21
			CLEC PERF	NA	NA	12.77	NA
			FRP DEN	3480	3456	3527	4594
			CLEC DEN	NA	NA	141	NA
			FRP NUM	344	338	339	515
			CLEC NUM	NA	NA	18	NA
MR-5-01-3342	% Repeat Reports within 30 Days	UNE 2-Wire xDSL Loops	FRP PERF	9.89	9.78	9.61	11.21
			CLEC PERF	33.33	28.13	0.00	0.00
			FRP DEN	3480	3456	3527	4594
			CLEC DEN	9	32	17	32
			FRP NUM	344	338	339	515
			CLEC NUM	3	9	0	0
MR-5-01-3343	% Repeat Reports within 30 Days	UNE 2-Wire xDSL - Line Sharing	FRP PERF	NA	NA	NA	NA
			CLEC PERF	NA	NA	NA	NA
			FRP DEN	NA	NA	NA	NA
			CLEC DEN	NA	NA	NA	NA
			FRP NUM	NA	NA	NA	NA
			CLEC NUM	NA	NA	NA	NA
MR-5-01-3345	% Repeat Reports within 30 Days	UNE 2-Wire xDSL - Line Splitting	FRP PERF	NA	NA	NA	NA
			CLEC PERF	NA	NA	NA	NA
			FRP DEN	NA	NA	NA	NA
			CLEC DEN	NA	NA	NA	NA
			FRP NUM	NA	NA	NA	NA
			CLEC NUM	NA	NA	NA	NA
MR-5-01-5000	% Repeat Reports within 30 Days	Interconnection Trunks (CLEC)	FRP PERF	NA	NA	NA	NA
			CLEC PERF	NA	NA	NA	NA
			FRP DEN	NA	NA	NA	NA
			CLEC DEN	NA	NA	NA	NA
			FRP NUM	NA	NA	NA	NA
			CLEC NUM	NA	NA	NA	NA

**RESPONSE TO ODR 13
RETAIL CUSTOMER BILLING ERRORS
SINCE CUTOVER**

RESPONSE TO ODR 13
RETAIL CUSTOMER BILLING ERRORS SINCE CUTOVER

Count of BILL_REF_NO		
BILL_CYCLE	STATEMENT_DATE	Total
M30	4/30/2009 0:00	2,720
M30 Total		2,720
Grand Total		2,720

RESPONSE TO ODR 13
RETAIL CUSTOMER BILLING ERRORS SINCE CUTOVER

Count of BILL_REF_NO		
BILL_CYCLE	STATEMENT_DATE	Total
M03	5/3/2009 0:00	2,419
M03 Total		2,419
M04	5/4/2009 0:00	68
M04 Total		68
M06	5/6/2009 0:00	3,144
M06 Total		3,144
M09	5/9/2009 0:00	2,544
M09 Total		2,544
M12	5/12/2009 0:00	2,140
M12 Total		2,140
M15	5/15/2009 0:00	2,389
M15 Total		2,389
M18	5/18/2009 0:00	1,080
M18 Total		1,080
M21	5/21/2009 0:00	630
M21 Total		630
M24	5/24/2009 0:00	148
M24 Total		148
M27	5/27/2009 0:00	190
M27 Total		190
M30	5/30/2009 0:00	185
M30 Total		185
Grand Total		14,937

RESPONSE TO ODR 13
RETAIL CUSTOMER BILLING ERRORS SINCE CUTOVER

Count of BILL_REF_NO		
BILL_CYCLE	STATEMENT_DATE	Total
M03	6/3/2009 0:00	110
M03 Total		110
M04	6/4/2009 0:00	10
M04 Total		10
M06	6/6/2009 0:00	189
M06 Total		189
M09	6/9/2009 0:00	136
M09 Total		136
M12	6/12/2009 0:00	213
M12 Total		213
M15	6/15/2009 0:00	241
M15 Total		241
M18	6/18/2009 0:00	92
M18 Total		92
M21	6/21/2009 0:00	21
M21 Total		21
M24	6/24/2009 0:00	25
M24 Total		25
M27	6/27/2009 0:00	33
M27 Total		33
M30	6/30/2009 0:00	38
M30 Total		38
Grand Total		1,108

RESPONSE TO ODR 13
RETAIL CUSTOMER BILLING ERRORS SINCE CUTOVER

Count of BILL_REF_NO		
BILL_CYCLE	STATEMENT_DATE	Total
M03	7/3/2009 0:00	26
M03 Total		26
M06	7/6/2009 0:00	19
M06 Total		19
M09	7/9/2009 0:00	22
M09 Total		22
M12	7/12/2009 0:00	29
M12 Total		29
M15	7/15/2009 0:00	41
M15 Total		41
M18	7/18/2009 0:00	24
M18 Total		24
M21	7/21/2009 0:00	21
M21 Total		21
M24	7/24/2009 0:00	25
M24 Total		25
M27	7/27/2009 0:00	31
M27 Total		31
M30	7/30/2009 0:00	38
M30 Total		38
Grand Total		276

RESPONSE TO ODR 13
RETAIL CUSTOMER BILLING ERRORS SINCE CUTOVER

Count of BILL_REF_NO		
BILL_CYCLE	STATEMENT_DATE	Total
M03	8/3/2009 0:00	24
M03 Total		24
M06	8/6/2009 0:00	10
M06 Total		10
M09	8/9/2009 0:00	10
M09 Total		10
M12	8/12/2009 0:00	19
M12 Total		19
Grand Total		63

**RESPONSE TO ODR 15
PAYMENT TO POSTING PERIOD
PUBLIC VERSION**

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
1	BEGIN CONFIDENTIAL	1/22/2009	7/20/2009	7/22/2009
2		2/4/2009	7/1/2009	7/13/2009
3		2/7/2009	7/2/2009	7/7/2009
4		2/7/2009	7/2/2009	7/7/2009
5		2/9/2009	7/8/2009	7/7/2009
6		2/12/2009	7/6/2009	7/4/2009
7		2/12/2009	7/6/2009	7/4/2009
8		2/12/2009	7/6/2009	7/4/2009
9		2/12/2009	7/6/2009	7/7/2009
10		2/12/2009	7/6/2009	7/10/2009
11		2/12/2009	7/6/2009	7/13/2009
12		2/12/2009	7/6/2009	7/13/2009
13		2/12/2009	7/6/2009	7/13/2009
14		2/12/2009	7/6/2009	7/13/2009
15		2/12/2009	7/6/2009	7/13/2009
16		2/12/2009	7/6/2009	7/13/2009
17		2/12/2009	7/6/2009	7/13/2009
18		2/12/2009	7/6/2009	7/13/2009
19		2/12/2009	7/6/2009	7/13/2009
20		2/12/2009	7/6/2009	7/13/2009
21		2/12/2009	7/6/2009	7/13/2009
22		2/12/2009	7/6/2009	7/13/2009
23		2/12/2009	7/6/2009	7/19/2009
24		2/13/2009	6/29/2009	7/13/2009
25		2/17/2009	7/2/2009	7/7/2009
26		2/17/2009	7/2/2009	7/7/2009
27		2/17/2009	7/6/2009	7/7/2009
28		2/17/2009	7/7/2009	7/25/2009
29		2/18/2009	7/6/2009	7/4/2009
30		2/18/2009	7/6/2009	7/13/2009
31		3/1/2009	6/25/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
32		3/1/2009	6/25/2009	7/4/2009
33		3/1/2009	6/25/2009	7/4/2009
34		3/1/2009	6/25/2009	7/13/2009
35		3/1/2009	6/25/2009	7/13/2009
36		3/1/2009	6/25/2009	7/13/2009
37		3/4/2009	6/30/2009	7/4/2009
38		3/4/2009	7/1/2009	7/25/2009
39		3/7/2009	6/30/2009	7/7/2009
40		3/7/2009	6/30/2009	7/7/2009
41		3/13/2009	6/30/2009	7/13/2009
42		3/13/2009	6/30/2009	7/13/2009
43		3/17/2009	7/6/2009	7/6/2009
44		3/17/2009	7/6/2009	7/13/2009
45		3/22/2009	6/30/2009	7/7/2009
46		3/22/2009	6/30/2009	7/22/2009
47		3/23/2009	6/29/2009	7/7/2009
48		3/24/2009	7/6/2009	7/4/2009
49		3/24/2009	7/6/2009	7/4/2009
50		3/24/2009	7/6/2009	7/13/2009
51		3/24/2009	7/6/2009	7/13/2009
52		3/24/2009	7/6/2009	7/13/2009
53		3/24/2009	7/6/2009	7/13/2009
54		3/24/2009	7/6/2009	7/13/2009
55		3/24/2009	7/6/2009	7/13/2009
56		3/26/2009	7/7/2009	7/4/2009
57		3/26/2009	7/7/2009	7/25/2009
58		4/7/2009	7/2/2009	7/13/2009
59		4/7/2009	7/10/2009	7/7/2009
60		4/7/2009	7/10/2009	7/7/2009
61		4/7/2009	7/10/2009	7/7/2009
62		4/7/2009	7/10/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
63		4/7/2009	7/10/2009	7/7/2009
64		4/7/2009	7/10/2009	7/7/2009
65		4/7/2009	7/10/2009	7/7/2009
66		4/7/2009	7/10/2009	7/7/2009
67		4/7/2009	7/10/2009	7/7/2009
68		4/7/2009	7/10/2009	7/7/2009
69		4/7/2009	7/10/2009	7/7/2009
70		4/7/2009	7/10/2009	7/7/2009
71		4/7/2009	7/10/2009	7/7/2009
72		4/7/2009	7/10/2009	7/7/2009
73		4/7/2009	7/10/2009	7/7/2009
74		4/7/2009	7/10/2009	7/7/2009
75		4/7/2009	7/10/2009	7/7/2009
76		4/7/2009	7/10/2009	7/7/2009
77		4/7/2009	7/10/2009	7/7/2009
78		4/7/2009	7/10/2009	7/13/2009
79		4/7/2009	7/10/2009	7/13/2009
80		4/7/2009	7/10/2009	7/16/2009
81		4/7/2009	7/10/2009	7/16/2009
82		4/7/2009	7/10/2009	7/16/2009
83		4/7/2009	7/10/2009	7/19/2009
84		4/7/2009	7/10/2009	7/20/2009
85		4/7/2009	7/10/2009	7/25/2009
86		4/14/2009	7/6/2009	7/13/2009
87		4/14/2009	7/6/2009	7/13/2009
88		4/14/2009	7/6/2009	7/13/2009
89		4/14/2009	7/6/2009	7/13/2009
90		4/30/2009	6/19/2009	7/7/2009
91		5/4/2009	7/6/2009	7/4/2009
92		5/4/2009	7/6/2009	7/4/2009
93		5/7/2009	6/30/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
94		5/7/2009	6/30/2009	7/7/2009
95		5/13/2009	6/30/2009	7/13/2009
96		5/13/2009	6/30/2009	7/13/2009
97		6/5/2009	6/8/2009	7/6/2009
98		6/5/2009	6/8/2009	7/6/2009
99		6/5/2009	6/8/2009	7/7/2009
100		6/5/2009	6/8/2009	7/7/2009
101		6/5/2009	6/8/2009	7/20/2009
102		6/5/2009	6/8/2009	7/20/2009
103		6/5/2009	6/16/2009	7/7/2009
104		6/5/2009	6/16/2009	7/7/2009
105		6/5/2009	7/22/2009	7/20/2009
106		6/8/2009	6/19/2009	7/4/2009
107		6/8/2009	6/19/2009	7/6/2009
108		6/9/2009	6/9/2009	7/4/2009
109		6/9/2009	6/9/2009	7/4/2009
110		6/11/2009	6/12/2009	7/4/2009
111		6/11/2009	6/12/2009	7/4/2009
112		6/11/2009	6/12/2009	7/4/2009
113		6/11/2009	6/12/2009	7/4/2009
114		6/11/2009	6/12/2009	7/4/2009
115		6/11/2009	6/12/2009	7/4/2009
116		6/11/2009	6/12/2009	7/4/2009
117		6/11/2009	6/12/2009	7/4/2009
118		6/11/2009	6/12/2009	7/4/2009
119		6/11/2009	6/12/2009	7/6/2009
120		6/11/2009	6/12/2009	7/6/2009
121		6/11/2009	6/12/2009	7/6/2009
122		6/11/2009	6/12/2009	7/6/2009
123		6/11/2009	6/12/2009	7/6/2009
124		6/11/2009	6/12/2009	7/6/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
125		6/12/2009	6/12/2009	7/7/2009
126		6/12/2009	6/12/2009	7/7/2009
127		6/12/2009	6/12/2009	7/7/2009
128		6/12/2009	6/15/2009	7/4/2009
129		6/15/2009	6/15/2009	7/4/2009
130		6/15/2009	6/15/2009	7/4/2009
131		6/15/2009	6/15/2009	7/4/2009
132		6/15/2009	6/15/2009	7/4/2009
133		6/15/2009	6/15/2009	7/4/2009
134		6/15/2009	6/15/2009	7/4/2009
135		6/15/2009	6/15/2009	7/4/2009
136		6/15/2009	6/15/2009	7/6/2009
137		6/15/2009	6/16/2009	7/4/2009
138		6/15/2009	6/16/2009	7/4/2009
139		6/15/2009	6/16/2009	7/4/2009
140		6/15/2009	6/16/2009	7/4/2009
141		6/15/2009	6/16/2009	7/4/2009
142		6/15/2009	6/16/2009	7/4/2009
143		6/15/2009	6/16/2009	7/4/2009
144		6/15/2009	6/16/2009	7/4/2009
145		6/15/2009	6/16/2009	7/4/2009
146		6/15/2009	6/16/2009	7/4/2009
147		6/15/2009	6/16/2009	7/4/2009
148		6/15/2009	6/16/2009	7/4/2009
149		6/15/2009	6/16/2009	7/4/2009
150		6/15/2009	6/16/2009	7/4/2009
151		6/15/2009	6/16/2009	7/4/2009
152		6/15/2009	6/16/2009	7/4/2009
153		6/15/2009	6/16/2009	7/4/2009
154		6/15/2009	6/16/2009	7/4/2009
155		6/15/2009	6/16/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
156		6/15/2009	6/16/2009	7/4/2009
157		6/15/2009	6/16/2009	7/4/2009
158		6/15/2009	6/16/2009	7/4/2009
159		6/15/2009	6/16/2009	7/4/2009
160		6/15/2009	6/16/2009	7/4/2009
161		6/15/2009	6/16/2009	7/4/2009
162		6/15/2009	6/16/2009	7/4/2009
163		6/15/2009	6/16/2009	7/4/2009
164		6/15/2009	6/16/2009	7/4/2009
165		6/15/2009	6/16/2009	7/4/2009
166		6/15/2009	6/16/2009	7/4/2009
167		6/15/2009	6/16/2009	7/4/2009
168		6/15/2009	6/16/2009	7/4/2009
169		6/15/2009	6/16/2009	7/4/2009
170		6/15/2009	6/16/2009	7/4/2009
171		6/15/2009	6/16/2009	7/4/2009
172		6/15/2009	6/16/2009	7/4/2009
173		6/15/2009	6/16/2009	7/4/2009
174		6/15/2009	6/16/2009	7/4/2009
175		6/15/2009	6/16/2009	7/4/2009
176		6/15/2009	6/16/2009	7/4/2009
177		6/15/2009	6/16/2009	7/4/2009
178		6/15/2009	6/16/2009	7/4/2009
179		6/15/2009	6/16/2009	7/4/2009
180		6/15/2009	6/16/2009	7/4/2009
181		6/15/2009	6/16/2009	7/4/2009
182		6/15/2009	6/16/2009	7/4/2009
183		6/15/2009	6/16/2009	7/4/2009
184		6/15/2009	6/16/2009	7/4/2009
185		6/15/2009	6/16/2009	7/4/2009
186		6/15/2009	6/16/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
187		6/15/2009	6/16/2009	7/6/2009
188		6/15/2009	6/16/2009	7/6/2009
189		6/15/2009	6/16/2009	7/6/2009
190		6/15/2009	6/16/2009	7/6/2009
191		6/15/2009	6/16/2009	7/7/2009
192		6/15/2009	6/16/2009	7/7/2009
193		6/15/2009	6/16/2009	7/7/2009
194		6/15/2009	6/16/2009	7/7/2009
195		6/15/2009	6/16/2009	7/7/2009
196		6/15/2009	6/16/2009	7/7/2009
197		6/15/2009	6/16/2009	7/7/2009
198		6/15/2009	6/16/2009	7/7/2009
199		6/15/2009	6/16/2009	7/7/2009
200		6/15/2009	6/16/2009	7/7/2009
201		6/15/2009	6/16/2009	7/7/2009
202		6/15/2009	6/16/2009	7/7/2009
203		6/15/2009	6/16/2009	7/7/2009
204		6/15/2009	6/16/2009	7/7/2009
205		6/15/2009	6/16/2009	7/7/2009
206		6/15/2009	6/16/2009	7/7/2009
207		6/15/2009	6/16/2009	7/7/2009
208		6/15/2009	6/16/2009	7/7/2009
209		6/15/2009	6/16/2009	7/7/2009
210		6/15/2009	6/16/2009	7/7/2009
211		6/15/2009	6/16/2009	7/7/2009
212		6/15/2009	6/16/2009	7/7/2009
213		6/15/2009	6/16/2009	7/7/2009
214		6/15/2009	6/16/2009	7/7/2009
215		6/15/2009	6/16/2009	7/7/2009
216		6/15/2009	6/16/2009	7/7/2009
217		6/15/2009	6/16/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
218		6/15/2009	6/16/2009	7/7/2009
219		6/15/2009	6/16/2009	7/7/2009
220		6/15/2009	6/16/2009	7/7/2009
221		6/15/2009	6/16/2009	7/7/2009
222		6/15/2009	6/16/2009	7/7/2009
223		6/15/2009	6/16/2009	7/7/2009
224		6/15/2009	6/16/2009	7/7/2009
225		6/15/2009	6/16/2009	7/7/2009
226		6/15/2009	6/16/2009	7/7/2009
227		6/15/2009	6/16/2009	7/7/2009
228		6/15/2009	6/16/2009	7/7/2009
229		6/15/2009	6/16/2009	7/7/2009
230		6/15/2009	6/16/2009	7/7/2009
231		6/15/2009	6/16/2009	7/7/2009
232		6/15/2009	6/16/2009	7/7/2009
233		6/15/2009	6/16/2009	7/7/2009
234		6/15/2009	6/16/2009	7/7/2009
235		6/15/2009	6/16/2009	7/7/2009
236		6/15/2009	6/16/2009	7/7/2009
237		6/15/2009	6/16/2009	7/7/2009
238		6/15/2009	6/16/2009	7/7/2009
239		6/15/2009	6/16/2009	7/7/2009
240		6/15/2009	6/16/2009	7/7/2009
241		6/15/2009	6/16/2009	7/7/2009
242		6/15/2009	6/16/2009	7/7/2009
243		6/15/2009	6/16/2009	7/7/2009
244		6/15/2009	6/16/2009	7/7/2009
245		6/15/2009	6/16/2009	7/7/2009
246		6/15/2009	6/16/2009	7/7/2009
247		6/15/2009	6/16/2009	7/7/2009
248		6/15/2009	6/16/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
249		6/15/2009	6/16/2009	7/7/2009
250		6/15/2009	6/16/2009	7/7/2009
251		6/15/2009	6/16/2009	7/7/2009
252		6/15/2009	6/16/2009	7/7/2009
253		6/15/2009	6/16/2009	7/7/2009
254		6/15/2009	6/16/2009	7/7/2009
255		6/15/2009	6/16/2009	7/7/2009
256		6/15/2009	6/16/2009	7/7/2009
257		6/15/2009	6/16/2009	7/7/2009
258		6/15/2009	6/16/2009	7/7/2009
259		6/15/2009	6/16/2009	7/7/2009
260		6/15/2009	6/16/2009	7/10/2009
261		6/15/2009	6/16/2009	7/10/2009
262		6/15/2009	6/16/2009	7/10/2009
263		6/15/2009	6/16/2009	7/10/2009
264		6/15/2009	6/16/2009	7/10/2009
265		6/15/2009	6/16/2009	7/10/2009
266		6/15/2009	6/22/2009	7/4/2009
267		6/15/2009	6/22/2009	7/4/2009
268		6/15/2009	6/22/2009	7/7/2009
269		6/15/2009	6/22/2009	7/7/2009
270		6/15/2009	6/22/2009	7/7/2009
271		6/15/2009	6/22/2009	7/7/2009
272		6/15/2009	6/22/2009	7/7/2009
273		6/15/2009	6/22/2009	7/7/2009
274		6/15/2009	6/22/2009	7/7/2009
275		6/15/2009	6/22/2009	7/7/2009
276		6/15/2009	6/22/2009	7/7/2009
277		6/15/2009	6/22/2009	7/7/2009
278		6/15/2009	6/22/2009	7/7/2009
279		6/15/2009	6/22/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
280		6/15/2009	6/22/2009	7/7/2009
281		6/15/2009	6/22/2009	7/7/2009
282		6/15/2009	6/22/2009	7/7/2009
283		6/15/2009	6/22/2009	7/7/2009
284		6/15/2009	6/22/2009	7/7/2009
285		6/15/2009	6/22/2009	7/7/2009
286		6/15/2009	6/22/2009	7/7/2009
287		6/15/2009	6/22/2009	7/7/2009
288		6/15/2009	6/22/2009	7/7/2009
289		6/15/2009	6/22/2009	7/7/2009
290		6/15/2009	6/22/2009	7/7/2009
291		6/15/2009	6/22/2009	7/7/2009
292		6/15/2009	6/22/2009	7/7/2009
293		6/15/2009	6/22/2009	7/7/2009
294		6/15/2009	6/22/2009	7/7/2009
295		6/15/2009	6/22/2009	7/7/2009
296		6/15/2009	6/22/2009	7/7/2009
297		6/15/2009	6/22/2009	7/7/2009
298		6/15/2009	6/22/2009	7/7/2009
299		6/15/2009	6/22/2009	7/7/2009
300		6/15/2009	6/22/2009	7/7/2009
301		6/15/2009	6/22/2009	7/7/2009
302		6/15/2009	6/22/2009	7/7/2009
303		6/15/2009	6/22/2009	7/7/2009
304		6/15/2009	6/22/2009	7/7/2009
305		6/15/2009	6/22/2009	7/7/2009
306		6/15/2009	6/22/2009	7/7/2009
307		6/15/2009	6/22/2009	7/7/2009
308		6/15/2009	6/22/2009	7/7/2009
309		6/15/2009	6/22/2009	7/7/2009
310		6/15/2009	6/22/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
311		6/15/2009	6/22/2009	7/7/2009
312		6/15/2009	6/22/2009	7/7/2009
313		6/15/2009	6/22/2009	7/7/2009
314		6/15/2009	6/22/2009	7/7/2009
315		6/15/2009	6/22/2009	7/7/2009
316		6/15/2009	6/22/2009	7/7/2009
317		6/15/2009	6/22/2009	7/7/2009
318		6/15/2009	6/22/2009	7/7/2009
319		6/15/2009	6/22/2009	7/7/2009
320		6/15/2009	6/22/2009	7/7/2009
321		6/15/2009	6/22/2009	7/7/2009
322		6/15/2009	6/22/2009	7/13/2009
323		6/15/2009	6/22/2009	7/13/2009
324		6/15/2009	6/22/2009	7/13/2009
325		6/15/2009	6/22/2009	7/13/2009
326		6/15/2009	6/22/2009	7/13/2009
327		6/15/2009	6/22/2009	7/13/2009
328		6/15/2009	6/22/2009	7/13/2009
329		6/15/2009	6/22/2009	7/13/2009
330		6/15/2009	6/22/2009	7/13/2009
331		6/15/2009	6/22/2009	7/13/2009
332		6/15/2009	6/22/2009	7/13/2009
333		6/15/2009	6/22/2009	7/13/2009
334		6/15/2009	6/22/2009	7/13/2009
335		6/15/2009	6/22/2009	7/13/2009
336		6/15/2009	6/22/2009	7/13/2009
337		6/15/2009	6/22/2009	7/13/2009
338		6/15/2009	6/22/2009	7/13/2009
339		6/15/2009	6/22/2009	7/13/2009
340		6/16/2009	6/16/2009	7/4/2009
341		6/16/2009	6/16/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
342		6/16/2009	6/16/2009	7/4/2009
343		6/16/2009	6/16/2009	7/6/2009
344		6/16/2009	6/16/2009	7/6/2009
345		6/16/2009	6/16/2009	7/7/2009
346		6/16/2009	6/16/2009	7/7/2009
347		6/16/2009	6/16/2009	7/7/2009
348		6/16/2009	6/16/2009	7/7/2009
349		6/16/2009	6/16/2009	7/7/2009
350		6/16/2009	6/16/2009	7/7/2009
351		6/16/2009	6/16/2009	7/7/2009
352		6/16/2009	6/16/2009	7/7/2009
353		6/16/2009	6/26/2009	7/4/2009
354		6/16/2009	6/26/2009	7/4/2009
355		6/16/2009	6/26/2009	7/4/2009
356		6/16/2009	6/26/2009	7/4/2009
357		6/16/2009	6/26/2009	7/4/2009
358		6/16/2009	6/26/2009	7/4/2009
359		6/16/2009	6/26/2009	7/4/2009
360		6/16/2009	6/26/2009	7/4/2009
361		6/16/2009	6/26/2009	7/4/2009
362		6/16/2009	6/26/2009	7/6/2009
363		6/16/2009	6/26/2009	7/7/2009
364		6/16/2009	6/26/2009	7/7/2009
365		6/16/2009	6/26/2009	7/7/2009
366		6/16/2009	6/26/2009	7/7/2009
367		6/16/2009	6/26/2009	7/7/2009
368		6/16/2009	6/26/2009	7/7/2009
369		6/16/2009	6/26/2009	7/7/2009
370		6/16/2009	6/26/2009	7/7/2009
371		6/17/2009	6/17/2009	7/6/2009
372		6/17/2009	6/17/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
373		6/17/2009	6/17/2009	7/7/2009
374		6/17/2009	6/17/2009	7/7/2009
375		6/17/2009	6/17/2009	7/7/2009
376		6/17/2009	6/17/2009	7/7/2009
377		6/17/2009	6/17/2009	7/7/2009
378		6/17/2009	6/17/2009	7/7/2009
379		6/17/2009	6/17/2009	7/13/2009
380		6/18/2009	6/18/2009	7/4/2009
381		6/18/2009	6/18/2009	7/4/2009
382		6/18/2009	6/18/2009	7/4/2009
383		6/18/2009	6/18/2009	7/7/2009
384		6/18/2009	6/18/2009	7/7/2009
385		6/18/2009	6/18/2009	7/7/2009
386		6/18/2009	6/18/2009	7/7/2009
387		6/18/2009	6/18/2009	7/13/2009
388		6/18/2009	6/18/2009	7/13/2009
389		6/18/2009	6/18/2009	7/13/2009
390		6/18/2009	6/18/2009	7/13/2009
391		6/18/2009	6/18/2009	7/13/2009
392		6/18/2009	6/18/2009	7/13/2009
393		6/18/2009	6/18/2009	7/13/2009
394		6/18/2009	6/18/2009	7/13/2009
395		6/18/2009	6/19/2009	7/4/2009
396		6/18/2009	6/19/2009	7/4/2009
397		6/18/2009	6/19/2009	7/13/2009
398		6/18/2009	6/19/2009	7/13/2009
399		6/18/2009	6/19/2009	7/13/2009
400		6/18/2009	6/19/2009	7/13/2009
401		6/18/2009	6/19/2009	7/13/2009
402		6/18/2009	6/19/2009	7/13/2009
403		6/18/2009	6/19/2009	7/13/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
404		6/18/2009	6/19/2009	7/13/2009
405		6/18/2009	6/19/2009	7/13/2009
406		6/18/2009	6/19/2009	7/13/2009
407		6/18/2009	6/19/2009	7/13/2009
408		6/18/2009	6/19/2009	7/13/2009
409		6/18/2009	6/19/2009	7/13/2009
410		6/18/2009	6/19/2009	7/13/2009
411		6/18/2009	6/19/2009	7/13/2009
412		6/18/2009	6/19/2009	7/13/2009
413		6/18/2009	6/19/2009	7/13/2009
414		6/18/2009	6/19/2009	7/13/2009
415		6/18/2009	6/19/2009	7/13/2009
416		6/18/2009	6/19/2009	7/13/2009
417		6/18/2009	6/19/2009	7/13/2009
418		6/18/2009	6/19/2009	7/13/2009
419		6/18/2009	6/19/2009	7/13/2009
420		6/18/2009	6/19/2009	7/13/2009
421		6/18/2009	6/19/2009	7/13/2009
422		6/18/2009	6/19/2009	7/13/2009
423		6/18/2009	6/19/2009	7/13/2009
424		6/18/2009	6/19/2009	7/13/2009
425		6/18/2009	6/19/2009	7/13/2009
426		6/18/2009	6/19/2009	7/13/2009
427		6/18/2009	6/19/2009	7/13/2009
428		6/18/2009	6/19/2009	7/13/2009
429		6/18/2009	6/19/2009	7/13/2009
430		6/18/2009	6/19/2009	7/13/2009
431		6/18/2009	6/19/2009	7/13/2009
432		6/18/2009	6/19/2009	7/13/2009
433		6/18/2009	6/19/2009	7/13/2009
434		6/18/2009	6/19/2009	7/13/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
435		6/18/2009	6/19/2009	7/13/2009
436		6/18/2009	6/19/2009	7/13/2009
437		6/18/2009	6/19/2009	7/13/2009
438		6/18/2009	6/19/2009	7/13/2009
439		6/18/2009	6/19/2009	7/13/2009
440		6/18/2009	6/19/2009	7/13/2009
441		6/18/2009	6/19/2009	7/13/2009
442		6/18/2009	6/19/2009	7/13/2009
443		6/18/2009	6/19/2009	7/13/2009
444		6/18/2009	6/19/2009	7/13/2009
445		6/18/2009	6/19/2009	7/13/2009
446		6/18/2009	6/19/2009	7/13/2009
447		6/18/2009	6/19/2009	7/13/2009
448		6/18/2009	6/19/2009	7/13/2009
449		6/18/2009	6/19/2009	7/20/2009
450		6/18/2009	6/19/2009	7/20/2009
451		6/18/2009	6/19/2009	7/20/2009
452		6/18/2009	6/19/2009	7/20/2009
453		6/18/2009	6/19/2009	7/20/2009
454		6/18/2009	6/19/2009	7/20/2009
455		6/18/2009	6/19/2009	7/20/2009
456		6/18/2009	6/19/2009	7/20/2009
457		6/18/2009	6/19/2009	7/20/2009
458		6/18/2009	6/19/2009	7/20/2009
459		6/18/2009	6/19/2009	7/20/2009
460		6/18/2009	6/19/2009	7/20/2009
461		6/18/2009	6/19/2009	7/20/2009
462		6/19/2009	6/19/2009	7/4/2009
463		6/19/2009	6/19/2009	7/4/2009
464		6/19/2009	6/19/2009	7/4/2009
465		6/19/2009	6/19/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
466		6/19/2009	6/19/2009	7/6/2009
467		6/19/2009	6/19/2009	7/7/2009
468		6/19/2009	6/19/2009	7/13/2009
469		6/19/2009	6/19/2009	7/13/2009
470		6/19/2009	6/19/2009	7/13/2009
471		6/19/2009	6/19/2009	7/13/2009
472		6/22/2009	6/22/2009	7/4/2009
473		6/22/2009	6/22/2009	7/4/2009
474		6/22/2009	6/22/2009	7/4/2009
475		6/22/2009	6/22/2009	7/4/2009
476		6/22/2009	6/22/2009	7/4/2009
477		6/22/2009	6/22/2009	7/4/2009
478		6/22/2009	6/22/2009	7/4/2009
479		6/22/2009	6/22/2009	7/4/2009
480		6/22/2009	6/22/2009	7/6/2009
481		6/22/2009	6/22/2009	7/6/2009
482		6/22/2009	6/22/2009	7/7/2009
483		6/22/2009	6/22/2009	7/7/2009
484		6/22/2009	6/22/2009	7/7/2009
485		6/22/2009	6/22/2009	7/7/2009
486		6/22/2009	6/22/2009	7/7/2009
487		6/22/2009	6/22/2009	7/7/2009
488		6/22/2009	6/22/2009	7/7/2009
489		6/22/2009	6/22/2009	7/7/2009
490		6/22/2009	6/22/2009	7/7/2009
491		6/22/2009	6/22/2009	7/7/2009
492		6/22/2009	6/22/2009	7/7/2009
493		6/22/2009	6/22/2009	7/7/2009
494		6/22/2009	6/23/2009	7/19/2009
495		6/22/2009	6/23/2009	7/19/2009
496		6/22/2009	6/23/2009	7/19/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
497		6/23/2009	6/23/2009	7/7/2009
498		6/24/2009	6/24/2009	6/28/2009
499		6/24/2009	6/24/2009	6/28/2009
500		6/24/2009	6/24/2009	6/28/2009
501		6/24/2009	6/24/2009	7/4/2009
502		6/24/2009	6/24/2009	7/4/2009
503		6/24/2009	6/24/2009	7/4/2009
504		6/24/2009	6/24/2009	7/13/2009
505		6/24/2009	6/24/2009	7/13/2009
506		6/24/2009	6/24/2009	7/13/2009
507		6/24/2009	6/24/2009	7/19/2009
508		6/24/2009	6/25/2009	7/7/2009
509		6/25/2009	6/25/2009	7/7/2009
510		6/25/2009	6/25/2009	7/7/2009
511		6/25/2009	6/25/2009	7/7/2009
512		6/25/2009	6/25/2009	7/7/2009
513		6/25/2009	6/25/2009	7/7/2009
514		6/25/2009	6/25/2009	7/7/2009
515		6/25/2009	6/25/2009	7/7/2009
516		6/25/2009	6/25/2009	7/7/2009
517		6/25/2009	6/25/2009	7/7/2009
518		6/25/2009	6/25/2009	7/7/2009
519		6/25/2009	6/25/2009	7/7/2009
520		6/25/2009	6/25/2009	7/7/2009
521		6/25/2009	6/25/2009	7/7/2009
522		6/25/2009	6/25/2009	7/7/2009
523		6/25/2009	6/25/2009	7/7/2009
524		6/25/2009	6/25/2009	7/7/2009
525		6/25/2009	6/25/2009	7/7/2009
526		6/25/2009	6/25/2009	7/7/2009
527		6/25/2009	6/25/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
528		6/25/2009	6/25/2009	7/7/2009
529		6/25/2009	6/25/2009	7/7/2009
530		6/25/2009	6/25/2009	7/7/2009
531		6/25/2009	6/25/2009	7/7/2009
532		6/25/2009	6/25/2009	7/7/2009
533		6/25/2009	6/25/2009	7/7/2009
534		6/25/2009	6/25/2009	7/13/2009
535		6/25/2009	6/25/2009	7/13/2009
536		6/25/2009	6/25/2009	7/13/2009
537		6/25/2009	6/25/2009	7/13/2009
538		6/25/2009	6/25/2009	7/13/2009
539		6/25/2009	6/25/2009	7/13/2009
540		6/25/2009	6/25/2009	7/13/2009
541		6/25/2009	6/25/2009	7/16/2009
542		6/25/2009	6/25/2009	7/16/2009
543		6/25/2009	6/25/2009	7/16/2009
544		6/25/2009	6/25/2009	7/16/2009
545		6/25/2009	6/25/2009	7/16/2009
546		6/25/2009	6/25/2009	7/16/2009
547		6/25/2009	6/25/2009	7/16/2009
548		6/25/2009	6/25/2009	7/22/2009
549		6/25/2009	6/25/2009	7/22/2009
550		6/25/2009	6/26/2009	7/4/2009
551		6/25/2009	6/26/2009	7/4/2009
552		6/25/2009	7/1/2009	7/13/2009
553		6/26/2009	6/26/2009	7/7/2009
554		6/26/2009	6/26/2009	7/7/2009
555		6/26/2009	6/26/2009	7/7/2009
556		6/26/2009	6/26/2009	7/7/2009
557		6/26/2009	6/26/2009	7/7/2009
558		6/26/2009	6/26/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
559		6/26/2009	6/26/2009	7/7/2009
560		6/26/2009	6/26/2009	7/19/2009
561		6/29/2009	6/29/2009	7/4/2009
562		6/29/2009	6/29/2009	7/4/2009
563		6/29/2009	6/29/2009	7/4/2009
564		6/29/2009	6/29/2009	7/4/2009
565		6/29/2009	6/29/2009	7/4/2009
566		6/29/2009	6/29/2009	7/7/2009
567		6/29/2009	6/29/2009	7/7/2009
568		6/29/2009	6/29/2009	7/7/2009
569		6/29/2009	6/29/2009	7/7/2009
570		6/29/2009	6/29/2009	7/7/2009
571		6/29/2009	6/29/2009	7/7/2009
572		6/29/2009	6/29/2009	7/7/2009
573		6/29/2009	6/29/2009	7/7/2009
574		6/29/2009	6/29/2009	7/7/2009
575		6/29/2009	6/29/2009	7/7/2009
576		6/29/2009	6/29/2009	7/7/2009
577		6/29/2009	6/29/2009	7/7/2009
578		6/29/2009	6/29/2009	7/7/2009
579		6/29/2009	6/29/2009	7/7/2009
580		6/29/2009	6/29/2009	7/7/2009
581		6/29/2009	6/29/2009	7/7/2009
582		6/29/2009	6/29/2009	7/7/2009
583		6/29/2009	6/29/2009	7/7/2009
584		6/29/2009	6/29/2009	7/7/2009
585		6/29/2009	6/29/2009	7/7/2009
586		6/29/2009	6/29/2009	7/7/2009
587		6/29/2009	6/29/2009	7/7/2009
588		6/29/2009	6/29/2009	7/7/2009
589		6/29/2009	6/29/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
590		6/29/2009	6/29/2009	7/7/2009
591		6/29/2009	6/29/2009	7/7/2009
592		6/29/2009	6/29/2009	7/7/2009
593		6/29/2009	6/29/2009	7/7/2009
594		6/29/2009	6/29/2009	7/7/2009
595		6/29/2009	6/29/2009	7/7/2009
596		6/29/2009	6/29/2009	7/7/2009
597		6/29/2009	6/29/2009	7/7/2009
598		6/29/2009	6/29/2009	7/7/2009
599		6/29/2009	6/29/2009	7/7/2009
600		6/29/2009	6/29/2009	7/7/2009
601		6/29/2009	6/29/2009	7/7/2009
602		6/29/2009	6/29/2009	7/7/2009
603		6/29/2009	6/29/2009	7/7/2009
604		6/29/2009	6/29/2009	7/7/2009
605		6/29/2009	6/29/2009	7/7/2009
606		6/29/2009	6/29/2009	7/7/2009
607		6/29/2009	6/29/2009	7/7/2009
608		6/29/2009	6/29/2009	7/7/2009
609		6/29/2009	6/29/2009	7/7/2009
610		6/29/2009	6/29/2009	7/7/2009
611		6/29/2009	6/29/2009	7/13/2009
612		6/29/2009	6/29/2009	7/13/2009
613		6/29/2009	6/29/2009	7/13/2009
614		6/29/2009	6/29/2009	7/13/2009
615		6/29/2009	6/29/2009	7/13/2009
616		6/29/2009	6/29/2009	7/13/2009
617		6/29/2009	6/29/2009	7/19/2009
618		6/29/2009	6/29/2009	7/25/2009
619		6/29/2009	6/29/2009	7/25/2009
620		6/30/2009	6/30/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
621		6/30/2009	6/30/2009	7/4/2009
622		6/30/2009	6/30/2009	7/4/2009
623		6/30/2009	6/30/2009	7/4/2009
624		6/30/2009	6/30/2009	7/7/2009
625		6/30/2009	6/30/2009	7/7/2009
626		6/30/2009	6/30/2009	7/7/2009
627		6/30/2009	6/30/2009	7/7/2009
628		6/30/2009	6/30/2009	7/7/2009
629		6/30/2009	6/30/2009	7/7/2009
630		6/30/2009	6/30/2009	7/7/2009
631		6/30/2009	6/30/2009	7/7/2009
632		6/30/2009	6/30/2009	7/25/2009
633		6/30/2009	6/30/2009	7/25/2009
634		6/30/2009	7/1/2009	7/4/2009
635		6/30/2009	7/1/2009	7/7/2009
636		6/30/2009	7/1/2009	7/7/2009
637		6/30/2009	7/1/2009	7/7/2009
638		6/30/2009	7/1/2009	7/7/2009
639		6/30/2009	7/1/2009	7/7/2009
640		6/30/2009	7/2/2009	7/25/2009
641		6/30/2009	7/2/2009	7/25/2009
642		6/30/2009	7/2/2009	7/25/2009
643		6/30/2009	7/2/2009	7/25/2009
644		6/30/2009	7/2/2009	7/25/2009
645		6/30/2009	7/2/2009	7/25/2009
646		6/30/2009	7/2/2009	7/25/2009
647		6/30/2009	7/2/2009	7/25/2009
648		7/1/2009	7/1/2009	7/7/2009
649		7/1/2009	7/1/2009	7/7/2009
650		7/1/2009	7/1/2009	7/7/2009
651		7/1/2009	7/1/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
652		7/1/2009	7/1/2009	7/7/2009
653		7/1/2009	7/1/2009	7/7/2009
654		7/1/2009	7/1/2009	7/22/2009
655		7/1/2009	7/2/2009	7/4/2009
656		7/1/2009	7/2/2009	7/4/2009
657		7/1/2009	7/2/2009	7/4/2009
658		7/1/2009	7/2/2009	7/4/2009
659		7/1/2009	7/2/2009	7/4/2009
660		7/1/2009	7/2/2009	7/4/2009
661		7/1/2009	7/2/2009	7/4/2009
662		7/1/2009	7/2/2009	7/4/2009
663		7/1/2009	7/2/2009	7/7/2009
664		7/2/2009	7/6/2009	7/13/2009
665		7/2/2009	7/6/2009	7/13/2009
666		7/2/2009	7/6/2009	7/13/2009
667		7/2/2009	7/6/2009	7/13/2009
668		7/3/2009	7/3/2009	7/4/2009
669		7/3/2009	7/3/2009	7/4/2009
670		7/3/2009	7/3/2009	7/4/2009
671		7/3/2009	7/3/2009	7/4/2009
672		7/3/2009	7/3/2009	7/4/2009
673		7/3/2009	7/3/2009	7/6/2009
674		7/3/2009	7/3/2009	7/6/2009
675		7/3/2009	7/3/2009	7/6/2009
676		7/3/2009	7/3/2009	7/7/2009
677		7/3/2009	7/3/2009	7/7/2009
678		7/3/2009	7/3/2009	7/7/2009
679		7/3/2009	7/3/2009	7/7/2009
680		7/3/2009	7/3/2009	7/7/2009
681		7/3/2009	7/3/2009	7/7/2009
682		7/3/2009	7/3/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
683		7/3/2009	7/3/2009	7/7/2009
684		7/3/2009	7/3/2009	7/7/2009
685		7/3/2009	7/3/2009	7/7/2009
686		7/3/2009	7/3/2009	7/7/2009
687		7/3/2009	7/3/2009	7/7/2009
688		7/3/2009	7/3/2009	7/7/2009
689		7/3/2009	7/3/2009	7/7/2009
690		7/3/2009	7/3/2009	7/7/2009
691		7/3/2009	7/3/2009	7/7/2009
692		7/3/2009	7/3/2009	7/7/2009
693		7/3/2009	7/3/2009	7/7/2009
694		7/3/2009	7/3/2009	7/7/2009
695		7/3/2009	7/3/2009	7/7/2009
696		7/3/2009	7/3/2009	7/7/2009
697		7/3/2009	7/3/2009	7/7/2009
698		7/3/2009	7/3/2009	7/13/2009
699		7/3/2009	7/3/2009	7/13/2009
700		7/3/2009	7/3/2009	7/16/2009
701		7/3/2009	7/3/2009	7/16/2009
702		7/3/2009	7/3/2009	7/16/2009
703		7/3/2009	7/3/2009	7/16/2009
704		7/3/2009	7/3/2009	7/16/2009
705		7/3/2009	7/3/2009	7/16/2009
706		7/3/2009	7/3/2009	7/19/2009
707		7/3/2009	7/3/2009	7/19/2009
708		7/3/2009	7/3/2009	7/25/2009
709		7/3/2009	7/3/2009	7/25/2009
710		7/3/2009	7/3/2009	7/25/2009
711		7/3/2009	7/6/2009	7/7/2009
712		7/3/2009	7/6/2009	7/7/2009
713		7/3/2009	7/6/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
714		7/3/2009	7/6/2009	7/7/2009
715		7/6/2009	7/6/2009	7/4/2009
716		7/6/2009	7/6/2009	7/4/2009
717		7/6/2009	7/6/2009	7/4/2009
718		7/6/2009	7/6/2009	7/4/2009
719		7/6/2009	7/6/2009	7/7/2009
720		7/6/2009	7/6/2009	7/7/2009
721		7/6/2009	7/6/2009	7/7/2009
722		7/6/2009	7/6/2009	7/7/2009
723		7/6/2009	7/6/2009	7/7/2009
724		7/6/2009	7/6/2009	7/7/2009
725		7/6/2009	7/6/2009	7/7/2009
726		7/6/2009	7/6/2009	7/7/2009
727		7/6/2009	7/6/2009	7/7/2009
728		7/6/2009	7/6/2009	7/7/2009
729		7/6/2009	7/6/2009	7/7/2009
730		7/6/2009	7/6/2009	7/7/2009
731		7/6/2009	7/6/2009	7/7/2009
732		7/6/2009	7/6/2009	7/7/2009
733		7/6/2009	7/6/2009	7/10/2009
734		7/6/2009	7/6/2009	7/13/2009
735		7/6/2009	7/6/2009	7/13/2009
736		7/6/2009	7/6/2009	7/13/2009
737		7/6/2009	7/6/2009	7/13/2009
738		7/6/2009	7/6/2009	7/13/2009
739		7/6/2009	7/6/2009	7/13/2009
740		7/6/2009	7/6/2009	7/16/2009
741		7/6/2009	7/6/2009	7/16/2009
742		7/6/2009	7/6/2009	7/16/2009
743		7/6/2009	7/7/2009	7/4/2009
744		7/6/2009	7/7/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
745		7/6/2009	7/7/2009	7/4/2009
746		7/6/2009	7/7/2009	7/4/2009
747		7/6/2009	7/7/2009	7/4/2009
748		7/6/2009	7/7/2009	7/4/2009
749		7/6/2009	7/7/2009	7/4/2009
750		7/6/2009	7/7/2009	7/4/2009
751		7/6/2009	7/7/2009	7/4/2009
752		7/6/2009	7/7/2009	7/4/2009
753		7/6/2009	7/7/2009	7/4/2009
754		7/6/2009	7/7/2009	7/4/2009
755		7/6/2009	7/7/2009	7/4/2009
756		7/6/2009	7/7/2009	7/4/2009
757		7/6/2009	7/7/2009	7/4/2009
758		7/6/2009	7/7/2009	7/4/2009
759		7/6/2009	7/7/2009	7/4/2009
760		7/6/2009	7/7/2009	7/4/2009
761		7/6/2009	7/7/2009	7/4/2009
762		7/6/2009	7/7/2009	7/4/2009
763		7/6/2009	7/7/2009	7/4/2009
764		7/6/2009	7/7/2009	7/4/2009
765		7/6/2009	7/7/2009	7/4/2009
766		7/6/2009	7/7/2009	7/4/2009
767		7/6/2009	7/7/2009	7/4/2009
768		7/6/2009	7/7/2009	7/4/2009
769		7/6/2009	7/7/2009	7/4/2009
770		7/6/2009	7/7/2009	7/4/2009
771		7/6/2009	7/7/2009	7/4/2009
772		7/6/2009	7/7/2009	7/4/2009
773		7/6/2009	7/7/2009	7/4/2009
774		7/6/2009	7/7/2009	7/4/2009
775		7/6/2009	7/7/2009	7/4/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
776		7/6/2009	7/7/2009	7/4/2009
777		7/6/2009	7/7/2009	7/4/2009
778		7/6/2009	7/7/2009	7/4/2009
779		7/6/2009	7/7/2009	7/6/2009
780		7/6/2009	7/7/2009	7/6/2009
781		7/6/2009	7/7/2009	7/6/2009
782		7/6/2009	7/7/2009	7/6/2009
783		7/6/2009	7/7/2009	7/6/2009
784		7/6/2009	7/7/2009	7/6/2009
785		7/6/2009	7/7/2009	7/6/2009
786		7/6/2009	7/7/2009	7/7/2009
787		7/7/2009	7/7/2009	7/7/2009
788		7/7/2009	7/7/2009	7/7/2009
789		7/7/2009	7/7/2009	7/10/2009
790		7/7/2009	7/7/2009	7/13/2009
791		7/7/2009	7/7/2009	7/13/2009
792		7/7/2009	7/7/2009	7/13/2009
793		7/7/2009	7/8/2009	7/7/2009
794		7/7/2009	7/8/2009	7/7/2009
795		7/7/2009	7/8/2009	7/7/2009
796		7/7/2009	7/8/2009	7/7/2009
797		7/7/2009	7/8/2009	7/7/2009
798		7/7/2009	7/8/2009	7/7/2009
799		7/7/2009	7/8/2009	7/7/2009
800		7/7/2009	7/8/2009	7/7/2009
801		7/7/2009	7/8/2009	7/7/2009
802		7/7/2009	7/8/2009	7/7/2009
803		7/7/2009	7/8/2009	7/7/2009
804		7/7/2009	7/8/2009	7/7/2009
805		7/7/2009	7/8/2009	7/7/2009
806		7/7/2009	7/8/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
807		7/7/2009	7/8/2009	7/7/2009
808		7/7/2009	7/8/2009	7/7/2009
809		7/7/2009	7/8/2009	7/7/2009
810		7/7/2009	7/8/2009	7/7/2009
811		7/7/2009	7/8/2009	7/7/2009
812		7/7/2009	7/8/2009	7/7/2009
813		7/7/2009	7/8/2009	7/7/2009
814		7/7/2009	7/8/2009	7/7/2009
815		7/7/2009	7/8/2009	7/7/2009
816		7/7/2009	7/8/2009	7/7/2009
817		7/7/2009	7/8/2009	7/7/2009
818		7/7/2009	7/8/2009	7/7/2009
819		7/7/2009	7/8/2009	7/7/2009
820		7/7/2009	7/8/2009	7/7/2009
821		7/7/2009	7/8/2009	7/7/2009
822		7/7/2009	7/8/2009	7/7/2009
823		7/7/2009	7/8/2009	7/7/2009
824		7/7/2009	7/8/2009	7/7/2009
825		7/7/2009	7/8/2009	7/7/2009
826		7/7/2009	7/8/2009	7/7/2009
827		7/7/2009	7/8/2009	7/7/2009
828		7/7/2009	7/8/2009	7/7/2009
829		7/7/2009	7/8/2009	7/10/2009
830		7/7/2009	7/8/2009	7/10/2009
831		7/7/2009	7/8/2009	7/13/2009
832		7/7/2009	7/8/2009	7/13/2009
833		7/7/2009	7/8/2009	7/13/2009
834		7/7/2009	7/8/2009	7/13/2009
835		7/7/2009	7/8/2009	7/13/2009
836		7/7/2009	7/8/2009	7/13/2009
837		7/7/2009	7/8/2009	7/13/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
838		7/7/2009	7/8/2009	7/13/2009
839		7/7/2009	7/8/2009	7/13/2009
840		7/7/2009	7/8/2009	7/13/2009
841		7/7/2009	7/8/2009	7/13/2009
842		7/7/2009	7/8/2009	7/13/2009
843		7/7/2009	7/8/2009	7/13/2009
844		7/7/2009	7/8/2009	7/13/2009
845		7/7/2009	7/8/2009	7/13/2009
846		7/7/2009	7/8/2009	7/13/2009
847		7/7/2009	7/8/2009	7/13/2009
848		7/7/2009	7/8/2009	7/13/2009
849		7/7/2009	7/8/2009	7/13/2009
850		7/7/2009	7/8/2009	7/13/2009
851		7/7/2009	7/8/2009	7/13/2009
852		7/7/2009	7/8/2009	7/13/2009
853		7/7/2009	7/8/2009	7/13/2009
854		7/7/2009	7/8/2009	7/13/2009
855		7/7/2009	7/8/2009	7/13/2009
856		7/7/2009	7/8/2009	7/13/2009
857		7/7/2009	7/8/2009	7/13/2009
858		7/7/2009	7/8/2009	7/13/2009
859		7/7/2009	7/8/2009	7/13/2009
860		7/7/2009	7/8/2009	7/13/2009
861		7/7/2009	7/8/2009	7/13/2009
862		7/7/2009	7/8/2009	7/13/2009
863		7/7/2009	7/8/2009	7/13/2009
864		7/7/2009	7/8/2009	7/13/2009
865		7/7/2009	7/8/2009	7/13/2009
866		7/7/2009	7/8/2009	7/13/2009
867		7/7/2009	7/8/2009	7/13/2009
868		7/7/2009	7/8/2009	7/13/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
869		7/7/2009	7/8/2009	7/13/2009
870		7/7/2009	7/8/2009	7/13/2009
871		7/7/2009	7/8/2009	7/13/2009
872		7/7/2009	7/8/2009	7/13/2009
873		7/7/2009	7/8/2009	7/13/2009
874		7/7/2009	7/8/2009	7/13/2009
875		7/7/2009	7/8/2009	7/13/2009
876		7/7/2009	7/8/2009	7/13/2009
877		7/7/2009	7/8/2009	7/13/2009
878		7/7/2009	7/8/2009	7/13/2009
879		7/7/2009	7/8/2009	7/13/2009
880		7/7/2009	7/8/2009	7/13/2009
881		7/7/2009	7/8/2009	7/13/2009
882		7/7/2009	7/8/2009	7/13/2009
883		7/7/2009	7/8/2009	7/13/2009
884		7/7/2009	7/8/2009	7/13/2009
885		7/8/2009	7/8/2009	7/7/2009
886		7/8/2009	7/8/2009	7/7/2009
887		7/8/2009	7/8/2009	7/7/2009
888		7/8/2009	7/8/2009	7/7/2009
889		7/8/2009	7/8/2009	7/7/2009
890		7/8/2009	7/8/2009	7/7/2009
891		7/8/2009	7/8/2009	7/7/2009
892		7/8/2009	7/8/2009	7/7/2009
893		7/8/2009	7/8/2009	7/13/2009
894		7/8/2009	7/8/2009	7/13/2009
895		7/8/2009	7/8/2009	7/13/2009
896		7/8/2009	7/8/2009	7/13/2009
897		7/8/2009	7/8/2009	7/13/2009
898		7/8/2009	7/8/2009	7/13/2009
899		7/8/2009	7/8/2009	7/13/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
900		7/8/2009	7/8/2009	7/13/2009
901		7/8/2009	7/8/2009	7/13/2009
902		7/8/2009	7/9/2009	7/10/2009
903		7/9/2009	7/9/2009	7/7/2009
904		7/9/2009	7/9/2009	7/7/2009
905		7/9/2009	7/9/2009	7/7/2009
906		7/9/2009	7/9/2009	7/7/2009
907		7/9/2009	7/9/2009	7/7/2009
908		7/9/2009	7/9/2009	7/16/2009
909		7/9/2009	7/9/2009	7/25/2009
910		7/9/2009	7/9/2009	7/25/2009
911		7/9/2009	7/10/2009	7/13/2009
912		7/9/2009	7/10/2009	7/13/2009
913		7/9/2009	7/10/2009	7/13/2009
914		7/9/2009	7/10/2009	7/13/2009
915		7/9/2009	7/10/2009	7/13/2009
916		7/9/2009	7/10/2009	7/25/2009
917		7/10/2009	7/7/2009	7/25/2009
918		7/10/2009	7/10/2009	7/7/2009
919		7/10/2009	7/10/2009	7/7/2009
920		7/10/2009	7/10/2009	7/7/2009
921		7/10/2009	7/10/2009	7/7/2009
922		7/10/2009	7/10/2009	7/7/2009
923		7/10/2009	7/10/2009	7/7/2009
924		7/10/2009	7/10/2009	7/7/2009
925		7/10/2009	7/10/2009	7/7/2009
926		7/10/2009	7/10/2009	7/7/2009
927		7/10/2009	7/10/2009	7/7/2009
928		7/10/2009	7/10/2009	7/7/2009
929		7/10/2009	7/10/2009	7/7/2009
930		7/10/2009	7/10/2009	7/7/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
931		7/10/2009	7/10/2009	7/7/2009
932		7/10/2009	7/10/2009	7/7/2009
933		7/10/2009	7/10/2009	7/16/2009
934		7/10/2009	7/10/2009	7/16/2009
935		7/10/2009	7/10/2009	7/19/2009
936		7/10/2009	7/13/2009	7/10/2009
937		7/10/2009	7/13/2009	7/10/2009
938		7/10/2009	7/13/2009	7/10/2009
939		7/10/2009	7/13/2009	7/10/2009
940		7/10/2009	7/13/2009	7/10/2009
941		7/10/2009	7/13/2009	7/10/2009
942		7/10/2009	7/13/2009	7/10/2009
943		7/10/2009	7/13/2009	7/10/2009
944		7/10/2009	7/13/2009	7/10/2009
945		7/10/2009	7/13/2009	7/10/2009
946		7/10/2009	7/13/2009	7/10/2009
947		7/10/2009	7/13/2009	7/10/2009
948		7/10/2009	7/13/2009	7/10/2009
949		7/10/2009	7/13/2009	7/13/2009
950		7/10/2009	7/13/2009	7/13/2009
951		7/10/2009	7/13/2009	7/13/2009
952		7/10/2009	7/13/2009	7/13/2009
953		7/10/2009	7/13/2009	7/13/2009
954		7/10/2009	7/13/2009	7/13/2009
955		7/10/2009	7/13/2009	7/13/2009
956		7/10/2009	7/13/2009	7/13/2009
957		7/10/2009	7/13/2009	7/13/2009
958		7/10/2009	7/13/2009	7/13/2009
959		7/10/2009	7/13/2009	7/13/2009
960		7/10/2009	7/13/2009	7/13/2009
961		7/10/2009	7/13/2009	7/13/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
962		7/10/2009	7/13/2009	7/13/2009
963		7/10/2009	7/13/2009	7/13/2009
964		7/10/2009	7/13/2009	7/13/2009
965		7/10/2009	7/13/2009	7/13/2009
966		7/10/2009	7/13/2009	7/13/2009
967		7/10/2009	7/13/2009	7/13/2009
968		7/10/2009	7/13/2009	7/13/2009
969		7/10/2009	7/13/2009	7/13/2009
970		7/10/2009	7/13/2009	7/13/2009
971		7/10/2009	7/13/2009	7/13/2009
972		7/10/2009	7/13/2009	7/13/2009
973		7/10/2009	7/13/2009	7/13/2009
974		7/10/2009	7/13/2009	7/13/2009
975		7/10/2009	7/13/2009	7/13/2009
976		7/10/2009	7/13/2009	7/13/2009
977		7/10/2009	7/13/2009	7/13/2009
978		7/10/2009	7/13/2009	7/13/2009
979		7/10/2009	7/13/2009	7/13/2009
980		7/10/2009	7/13/2009	7/13/2009
981		7/10/2009	7/13/2009	7/13/2009
982		7/10/2009	7/13/2009	7/13/2009
983		7/10/2009	7/13/2009	7/13/2009
984		7/10/2009	7/13/2009	7/13/2009
985		7/10/2009	7/13/2009	7/13/2009
986		7/10/2009	7/13/2009	7/13/2009
987		7/10/2009	7/13/2009	7/13/2009
988		7/10/2009	7/13/2009	7/13/2009
989		7/10/2009	7/13/2009	7/13/2009
990		7/10/2009	7/13/2009	7/13/2009
991		7/10/2009	7/13/2009	7/19/2009
992		7/10/2009	7/13/2009	7/19/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
993		7/10/2009	7/13/2009	7/20/2009
994		7/10/2009	7/13/2009	7/20/2009
995		7/10/2009	7/13/2009	7/25/2009
996		7/13/2009	7/13/2009	7/13/2009
997		7/13/2009	7/13/2009	7/16/2009
998		7/13/2009	7/13/2009	7/16/2009
999		7/13/2009	7/13/2009	7/16/2009
1000		7/13/2009	7/13/2009	7/16/2009
1001		7/13/2009	7/13/2009	7/16/2009
1002		7/13/2009	7/13/2009	7/16/2009
1003		7/13/2009	7/13/2009	7/25/2009
1004		7/13/2009	7/13/2009	7/25/2009
1005		7/13/2009	7/13/2009	7/25/2009
1006		7/13/2009	7/13/2009	7/25/2009
1007		7/13/2009	7/13/2009	7/25/2009
1008		7/13/2009	7/13/2009	7/25/2009
1009		7/13/2009	7/13/2009	7/25/2009
1010		7/13/2009	7/13/2009	7/25/2009
1011		7/13/2009	7/13/2009	7/25/2009
1012		7/13/2009	7/14/2009	7/13/2009
1013		7/13/2009	7/14/2009	7/13/2009
1014		7/13/2009	7/14/2009	7/13/2009
1015		7/13/2009	7/14/2009	7/13/2009
1016		7/13/2009	7/14/2009	7/13/2009
1017		7/13/2009	7/14/2009	7/13/2009
1018		7/13/2009	7/14/2009	7/13/2009
1019		7/13/2009	7/14/2009	7/13/2009
1020		7/13/2009	7/14/2009	7/13/2009
1021		7/13/2009	7/14/2009	7/13/2009
1022		7/13/2009	7/14/2009	7/13/2009
1023		7/13/2009	7/14/2009	7/13/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
1024		7/13/2009	7/14/2009	7/13/2009
1025		7/13/2009	7/14/2009	7/13/2009
1026		7/13/2009	7/14/2009	7/16/2009
1027		7/15/2009	7/15/2009	7/16/2009
1028		7/15/2009	7/15/2009	7/19/2009
1029		7/15/2009	7/15/2009	7/19/2009
1030		7/15/2009	7/15/2009	7/19/2009
1031		7/15/2009	7/15/2009	7/22/2009
1032		7/15/2009	7/15/2009	7/25/2009
1033		7/15/2009	7/15/2009	7/25/2009
1034		7/15/2009	7/16/2009	7/19/2009
1035		7/16/2009	7/16/2009	7/22/2009
1036		7/16/2009	7/16/2009	7/25/2009
1037		7/16/2009	7/16/2009	7/25/2009
1038		7/16/2009	7/16/2009	7/25/2009
1039		7/16/2009	7/16/2009	7/25/2009
1040		7/16/2009	7/16/2009	7/25/2009
1041		7/16/2009	7/16/2009	7/25/2009
1042		7/16/2009	7/17/2009	7/16/2009
1043		7/16/2009	7/17/2009	7/20/2009
1044		7/17/2009	7/17/2009	7/25/2009
1045		7/20/2009	7/20/2009	7/16/2009
1046		7/20/2009	7/20/2009	7/16/2009
1047		7/20/2009	7/20/2009	7/22/2009
1048		7/20/2009	7/20/2009	7/22/2009
1049		7/20/2009	7/20/2009	7/25/2009
1050		7/20/2009	7/20/2009	7/25/2009
1051		7/20/2009	7/20/2009	7/25/2009
1052		7/20/2009	7/20/2009	7/25/2009
1053		7/20/2009	7/20/2009	7/25/2009
1054		7/20/2009	7/20/2009	7/25/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
1055		7/20/2009	7/20/2009	7/25/2009
1056		7/20/2009	7/22/2009	7/20/2009
1057		7/20/2009	7/22/2009	7/20/2009
1058		7/20/2009	7/22/2009	7/20/2009
1059		7/20/2009	7/22/2009	7/20/2009
1060		7/20/2009	7/22/2009	7/20/2009
1061		7/20/2009	7/22/2009	7/20/2009
1062		7/20/2009	7/22/2009	7/20/2009
1063		7/20/2009	7/22/2009	7/20/2009
1064		7/20/2009	7/22/2009	7/20/2009
1065		7/20/2009	7/22/2009	7/20/2009
1066		7/20/2009	7/22/2009	7/20/2009
1067		7/20/2009	7/22/2009	7/20/2009
1068		7/20/2009	7/22/2009	7/20/2009
1069		7/20/2009	7/22/2009	7/22/2009
1070		7/21/2009	7/21/2009	7/19/2009
1071		7/21/2009	7/21/2009	7/25/2009
1072		7/21/2009	7/21/2009	7/25/2009
1073		7/21/2009	7/21/2009	7/25/2009
1074		7/22/2009	7/22/2009	7/25/2009
1075		7/22/2009	7/22/2009	7/25/2009
1076		7/22/2009	7/22/2009	7/25/2009
1077		7/22/2009	7/22/2009	7/25/2009
1078		7/23/2009	7/23/2009	7/25/2009
1079		7/23/2009	7/23/2009	7/25/2009
1080		7/23/2009	7/23/2009	7/25/2009
1081		7/23/2009	7/24/2009	7/25/2009
1082		7/24/2009	7/24/2009	7/25/2009
1083		7/24/2009	7/24/2009	7/25/2009
1084		7/24/2009	7/24/2009	7/25/2009
1085		7/24/2009	7/27/2009	7/25/2009

ITEM NUMBER	BAN	CHECK OR WIRE DATE	PUBLIC VERSION	STATEMENT BILL DATE
			DATE POSTED TO CDG SYSTEM	PAYMENT APPEARS ON
1086		7/24/2009	7/27/2009	7/25/2009
1087		7/24/2009	7/27/2009	7/25/2009
1088		7/24/2009	7/27/2009	7/25/2009
1089		7/24/2009	7/27/2009	7/25/2009
1090		7/24/2009	7/27/2009	7/25/2009
1091		7/27/2009	7/27/2009	7/25/2009
1092		7/27/2009	7/27/2009	7/25/2009
1093		7/27/2009	7/27/2009	7/25/2009
1094		7/27/2009	7/27/2009	7/25/2009
1095		7/27/2009	7/27/2009	7/25/2009
1096		7/27/2009	7/27/2009	7/25/2009
1097		7/27/2009	7/27/2009	7/25/2009
1098		7/27/2009	7/27/2009	7/25/2009
1099		7/27/2009	7/27/2009	7/25/2009
1100		7/27/2009	7/27/2009	7/25/2009
1101		7/27/2009	7/27/2009	7/25/2009
1102		7/27/2009	7/27/2009	7/25/2009
1103		7/27/2009	7/27/2009	7/25/2009
1104		7/27/2009	7/27/2009	7/25/2009
1105		7/27/2009	7/27/2009	7/25/2009
1106		7/27/2009	7/27/2009	7/25/2009

END CONFIDENTIAL

**RESPONSE TO ODR 18
LATE PENDING ORDERS**

RESPONSE TO ODR 18 LATE PENDING ORDERS

As of 07/29/2009 @ 4:45pm

RESPONSE TO ODR 18 – LATE PENDING ORDERS

PAST DUE ORDER SUMMARY

TOTAL PAST DUE = 4,456

Business =	603
Residential =	2,767
Wholesale =	1,086

TOTAL PAST DUE – PROVISIONING COMPLETE, ORDER OPEN = 75

TOTAL PAST DUE – PROVISIONING NOT COMPLETE =	4,381
- Past Due Customer Miss	883
- Past Due FairPoint Miss	3,287
- Past Due Held for Facilities/Capacity	211

TOTAL PAST DUE – PROVISIONING COMPLETE, ORDER OPEN

FRAME RELAY HELD @ DD = 47

Orders provisioned but virtual circuits tracked manually until system fix planned deployment of August 1, 2009.

RECORDS ONLY UPDATE = 28

Service Provisioned but orders require various system fixes before order can complete final tasks.

TOTAL 75

Customer Miss

HELD FOR CUSTOMER REASONS	*WHOLESALE PORT OUT CARRIER MISS	HELD FOR CARRIER MISS REASON
February 0	February 0	February 0
March 5	March 0	March 0
April 4	April 0	April 0
May 39	May 0	May 0
June 75	June 337	June 5
July 97	July 320	July 1
TOTAL 220	TOTAL 657	TOTAL 6

*Wholesale Port Out Carrier Miss Order Counts are arbitrarily broken out by month until we are provided the correct monthly breakdown.

Company Miss

HELD FOR COMPANY REASONS	HELD FOR PENDING RELATED ORDER	HELD FOR FACILITIES/CONSTRUCTION	HELD FOR INFRASTRUCTURE SHORTAGE BUILD
February 0	February 0	February 3	February 0
March 11	March 1	March 3	March 0
April 46	April 1	April 11	April 0
May 36	May 3	May 9	May 1
June 248	June 8	June 49	June 1
July 226	July 3	July 134	July 0
TOTAL 567	TOTAL 16	TOTAL 209	TOTAL 2

Company Miss Continued

**PAST DUE
(NO JEOPARDY)**

February	0
March	4
April	4
May	88
June	693
July	1,884
TOTAL	2,673

**CANCELS IN PROGRESS
(NO JEOPARDY)**

February	0
March	0
April	0
May	4
June	13
July	14
TOTAL	31

**RESPONSE TO ODR 25
OUT OF SERVICE INCIDENTS
CLEARED WITHIN 24 HOURS**

RESPONSE TO ODR 25
 OUT OF SERVICE INCIDENTS
 CLEARED WITHIN 24 HOURS

		Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Mar-09	Apr-09	May-09	Jun-09
1a. MR-4-08-3144 % Out of Service greater than 24 hours for UNE Platform - Bus	VZ/FRP	18.16	12.63	9.33	7.54	13.77	8.15	12.41	14.61	11.87	11.26	13.04	46.65	21.00	36.36	38.50	46.00	39.16
	CLEC	20.00	11.11	11.25	14.29	7.02	11.76	13.00	28.07	13.54	10.67	11.25	44.78	10.39	69.86	67.82	64.10	74.80
1b. MR-4-08-3145 % Out of Service greater than 24 hours for UNE Platform - Res	VZ/FRP	41.32	44.64	36.57	24.20	21.69	38.78	53.07	56.85	40.78	39.54	35.92	71.46	47.12	45.68	40.88	43.77	50.28
	CLEC	39.02	38.96	32.93	23.81	13.04	35.29	44.72	45.67	33.77	27.85	34.43	72.09	35.29	56.52	53.85	61.11	72.45
2 MR-4-08-3112 % Out of Service greater than 24 hours for UNE Loop	VZ/FRP	37.71	39.41	33.12	21.63	20.62	34.74	48.80	51.84	36.64	35.69	33.57	69.15	43.93	45.28	40.74	44.28	48.75
	CLEC	12.14	16.94	4.26	7.27	5.95	10.10	14.35	15.51	13.04	13.18	11.97	34.98	16.06	49.38	53.06	51.45	74.51
3a. MR-4-08-2110 % Out of Service greater than 24 hours for Resale - Bus	VZ/FRP	18.16	12.63	9.33	7.54	13.77	8.15	12.41	14.61	11.87	11.26	13.04	46.65	21.00	36.36	38.50	46.00	39.16
	CLEC	14.29	16.67	9.09	11.11	7.41	6.45	6.90	14.29	17.14	8.57	37.50	40.00	29.63	60.00	47.06	48.57	68.42
3b. MR-4-08-2120 % Out of Service greater than 24 hours for Resale - Res	VZ/FRP	41.32	44.64	36.57	24.20	21.69	38.78	53.07	56.85	40.78	39.54	35.92	71.46	47.12	45.68	40.88	43.77	50.28
	CLEC	0.00	60.00	0.00	0.00	50.00	0.00	60.00	57.14	33.33	33.33	25.00	80.00	NA	100.00	66.67	45.16	100.00

**RESPONSE TO ODR 26
IT WORK TO BE PERFORMED**

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
109	The following SALL issue is thrown, but the address seems to be present in M6:
254	DC10 Invincible ReqType: SD INC000000017633 Address submitted on production order not in M6 EUL or Network Locations
383	DC10 PRODUCTION No In service Directory Listing Details are present for the Ban 8025400536% due to this the production order (PON:DL0207DEFORGE) getting failed with error message "The Size of the List = 0".
461	DC 10 Invincible AB/V - Sup 3 orders didn't create as CKT not present in "CIRCUIT" table *Call forwarding features are being added
818	Due Day Engine failed to return the right due day for supplement order
1044	ASN-EQ task fellout with error OSS-120009E- ADMIN_CONSTRAINTS ARE NOT PRESENT AT THE SWITCH PORT !!!
1132	DC06 Invincible ReqType: SD Order created in M6 & a plan was assigned, but a TP Error was sent. [SR 7357124.994]
1691	DC10 DID orders along wiht the Trunk members have not been brought into M6
1851	DC 10 Invincible ECID: 132.3 Asset numbers are mismatching between M6 and Siebel for LSR, and new disoconnect assets are created in Siebel, hence will fail in the upstream systems.
2303	DC06 EB/W order creation is failing with Business ISDN BRI telephone numbers
2413	Informatica job should execute only when CVD date - is current date (not earlier regardless of extract_id = 2)
2518	converted/migrated - ported out TN's are not associated with an ACNA
2577	DC 10 Invincible ECID: 132.3 Asset numbers are mismatching between M6 and Siebel for ASR orders
2604	DC06 Invincible Reqtype: Error message blocking edit of CLM circuit ID
2651	New Requirement - Prior to issuing BCN to Wisor, OM needs to process the CDG file to ensure billing has commenced truly
2652	New Requirement - Prior to issuing BCN to Wisor, OM needs to read the Kenan file - to ensure billing has truly commenced.
2672	DC06 KH JB V for stline the migrate add orderhas a past desired due date assigned and the same is sent in wisor confirmation
2741	DC06 EB C for a centrex with TOS 1BF- fails with Final error code:3038
2939	DC 06 Order creation is failing with error message " XAConnection java.sql.SQLException: Transaction rolled back: Transaction timed out after 299 seconds"
3074	WFMAPPTRESP Gateway Event in Pending Status, but work order is completed in Service Suite
3092	DC 06 Unable to migrate line share
3148	DC 06 Error: e server encountered the following Exception: java.sql.SQLException: ORA-02292: integrity constraint (ASAP.FK_AS_SR__SE_RE_SI) violated - child record
3251	DC 06 Supplements are not updating ACI circuits/QTY [SR 7437543.993]
3295	DC 06 LSR Order Need to build functionality to port out TN's on a DID/DOD block
3337	DC06 Invincible Cannot view completed ASR orders after the ASOG 38 upgrade [SR 7447000.994]
3431	DC 06 CLF circuit populated in the RECCKT field on the ACI form was not associated to the disconnect order
3774	DC 06 LSR Order IT Fallout Error: This service item has required labels with no values

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
4040	
4158	DC 08 Invincible ECID: 132.3 Activity type is coming as "T" for ED order in 132.3 extracts OM should reject the loop orders if the cable id and channel pair are invalid.
4164	DC 10 Invincible ECID: 132.3 Multiple Assets exists in Siebel with the same Serial Number, hence assets got rejected in Siebel
4166	DC 06 Invincible ECID: 132.3 M6 is sending a disconnect for Retails assets which does not exists in Siebel, hence order got rejected while loading in to Siebel
4245	
4278	DC05 DL pre order Inquiry is getting, "Schema Validation Error" in 132.1 for LTN=2072234275
4304	DC 10 TN 207-882-4242 is in-service in M6 but has no products
4477	DC05 JB V Same Caption header id is populated for a JB V order st line multiple listing 51.4 UPDATE Request is coming to GESW for FTTP Circuits. This is not valid.
4738	DC 06 Invincible DB / V Order Creation failing with the error "MetaSolv Line Product ID not found Due to Invalid TN"
4748	
4830	DC 06 Unable to convert ASR inquiries to firm orders- [4 step ASR process] [SR: 7447023.994]
5004	DC 06 LSR Order When trying to manually change a TN in M6, TN will not assign to the order
5081	DC 05 Invincible ECID: 132.3 COS to Siebel USOC Map not defined for E6EUX,RD5XL,XCCDX,CLT
5254	DC 06 Invincible M6 is not picking up all required USOCs on AB/N orders
5344	DC06 Product and code changes are required for hunting across multiple accounts
5359	DC 06 Invincible CB / V Order Creation failing with the error "String index out of range: 5" DC16c GESW Error GESW in provisioning plan task errored with an error of 'OSP-100001E-ge_eulcode_not_found,EUL CODE 51149246 Not Found in Wire Center 802463'
5429	DC 10 DL NWP listings need list type changed
5436	DC 06 No CaUsageData Found
5513	DC 11 LSR Order The network location MNCHNHCODS0 does not have the NPA NXX 603 222 associated to it
5534	DC05 DL Determine approach for FRP-to-CLEC for ELT E and P
5537	DC 05 Proc DL File Migrate Listing with ELT = P is in PROC DL file twice (once for each M6 order ID)
5667	DC12 ASN-EQ task is errored out for the dummy TN for CB/V with DSL with the error "OSS-120005E-VALUE LABELS MISMATCH : BETWEEN SERVICE ORDER VALUE LABELS AND THE ACTUAL LABELS FOR AUTO-PROVISIONING"
5738	DC06 KH ERR Throwing wrong error message and error code when trying to disconnect a TN that is not In-service.
5740	DC06 KH ERR Throwing wrong error message and error code when trying to place an order with Invalid NC/NCI/SECNCI combination.
5771	Wrong Job Code Assigned to WO for IDLC Cut
5779	DC05 DL Need to support Caption to Straight Line Listing changes in Siebel GUI
5812	DC 06 LSR Orders Centrex migrates logic needs to be updated
5845	DC08 Invincible Wisor not requiring ECCKT, when it should be required per ASOG

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
5884	DC 10 Invincible ECID: 132.3 Trunk circuits are not migrated for ASR orders in Siebel.
5902	DC06 Invincible Customer Account to TN relationship has not been established for a customer in the TEL_NUM_INV table
5973	DC10 CB Vorders failing due to The LTN provided in the order is either not listed or is already present on an open order
6032	DC 06 PORTOUTs: New order should not complete until PCN is sent by disco order
6034	DC 08 Invincible ECID: 132.3 M6 customer account number "APX-VADI" does not exists in Siebel
6035	DC 06 LSR Order need to create provisioning plan for req type FB
6049	CDG ASPL reports for order failure
6070	DC 05 Invincible ECID: 132.3 COS and USOC map is not present in Siebel for "RDHXS", "RDHXL", "SVNB9", "R43", "HTG", "FLT"
6084	DC 05 Invincible ECID: 132.3 COS and USOC map is not present in Siebel for "AS3SL", "N2Q"
6089	DC 08 Invincible ECID: 132.3 M6 customer account number "2164183" does not exists in Siebel, hence unable to load the assets into Siebel
6134	Make Transport Activation its own task in M6
6157	DC 10 TNs on same service account in Siebel, two different M6 accounts
6249	Port out of TNs within hunt group is currently not supported - We need to define the solution and develop the capability to support this
6256	
6438	Dc 10 Invincible ECID: 132.3 3633 serv_item_id's are mapped to '1X7382420' line Item id Infra Invincible ECID: 132.3 Automation step for extracting the M6 flat file for 132.3 is not configured in Control M
6482	DC 06 Framing and Coding needs to be populated on the CLR
6485	DC 06 Need to delete all 'dummy' facilities from M6
6531	DC06 Orders that are Jeoped in Service Suite should flow to M6 and trigger a Jeop
6547	DC16C There is a active ckt in GE even afer disconnect and confirm
6637	DC 06 Invincible EB/J order creation is failing with the error "The LTN provided in the order is either not listed or is already present on an open order."
6734	DC06 DL DB\J and EB\J orders are not properly updating the changes in the Directory listing tab in M6
6750	DC10 Invincible Two Six Code/trunk circuits not loaded in M6
6862	DC06 Invincible LSR Preorder - CSI Inquiry DL If the ATN submitted on the CSI Inquiry has been ported out then we should still send the request to Siebel to see if there are any Directory Listings on the account and return them if so
6882	DC06 JB C Invalid error >The LTN provided in the order is either not listed or is already present on an open order. though its listed and completed on an order
6900	DC10 132.3 ALI code is not passed on the 132.3 when the LACT is D or I
6951	DC12 Invincible CKR value is populated in the wrong field within the circuit identification list in the ASR order [SR 7566154.994]
6986	Add validation to avoid wrong format entered for DFDT
7068	USAGE OM- TNs in reserved status but recieving usage on them
7138	Need to display order cancellation information in M6
7139	USAGE - OM - TN missing from UNE resale table for Broadview

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
7190	DC 06 LSR Order For all shell orders, need to send back listing info on BCN response
7191	DC 06 LSR Order Need to automate jeopardy code 1C when the DD has been missed
7288	DC06 Invincible LSR order - BB/V Sup 3 order creation failing with error "Unable to get the service Mapping data"
7666	DC 06 LSR Order DL DB/N with listing, the USOC for the listing is populating as UND
7667	
	DC 08 LSR Order Listing for complex product lines needs to be configured in product catalog
7670	DC05 DL There cannot be more than 1 Main listing per TN - WS
7735	DC 24 132.3 Need to update PWB for EXP orders so that the USOC is only 8 characters
7798	Same PON values are being sent to ASAP in case of Hunting migrate
7801	DC04 DL Need to configure SIs WS-AB and WS-BB in Kenan to support listing and port out products on loop migration orders
7802	DC06 Invincible Need to add logic for the MLBTN field on DB/Vs
7840	
	DC 06 DL Need to wait for acknowledgement from Siebel that the Listing on the order was 'Extracted' to be sent to Idearc and Volt Delta before sending the BCN back to the CLEC.
7842	
	DC 06 Need to create DLRs for legacy subloops so that trouble tickets may be placed against them.
7888	DC 10 LSR Order Siebel is missing Primary Attribute Value for active UNE Loop circuits
7927	DEMARC - LSR order processing requires that Ventyx adds the DEMARC field. This field is mandatory for the ROC to populate
7949	Move the DD missed NPACACK tasks into WRPRTOUT queues
7964	DC 06 Invincible Upfront NPA/NXX validation needs to be implemented in M6
8010	DC06 Invincible Need to be able to view ASR USOCs in M6
8019	
	DC 06 LSR Order Need to develop PLN functionality for when retail products are involved
8032	DC06 Updates to handle NPAC cancel requests from Neustar
8036	DC06 Orders requesting TN disconnect should check for the presence of a line share circuit and disconnect the line share circuit as well
8049	DC 06 Unable to copy services over (only onto global level)
8052	DC06 LCC values should be automatically populated on Wholesale Line Products
8053	DC06 Changes to be made on the ACTIVATE Task (for Migrate as is scenarios)
8093	DC06 New implementation to make CCNA + PON as unique identifiers for LSRs
8105	Unable to Refresh the Cache for Standard Interval Data
8131	DC 05 Invincible ECID: 132.1 Need to delete the CB/V add orders in Siebel
8144	DC 06 Loop Qual pre order should indicate whether a line is behind a remote terminal so that the CLEC knows that they cannot offer line share.
8145	DC06-Re-instate via conversion scripts TNs that are disconnected in M6 due to CB/V Cancels that did not process
8159	DC12 OSS-120051E - NOT ABLE TO SEARCH SPLITTER FROM DSL CIRCUIT FOR POTS+DSL CO SCENARIO; AUTO-PROVISIONING CAN NOT
8169	
	DC06 New process to allow for product migrates and re-use of facilities (POTS to CENTREX)
8171	DC06 ASR TOS2USOC Need to update the TOS2USOC tables with the attached data
8199	DC 04 KH RIS_DRYLOOP order is not loaded in to kenan for CB/V order

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
8203	DC06 Supplement changes on or after the Due Date are causing the Tasks to complete without the SUP being processed in M6
8219	DC06 DL Standalone DLs (JB/CB) orders show the billing type customer account address as the CLEC's customer type customer account
8250	DC 06 KH DL USOC values are not populated correctly for the DL components of CB/V add order
8252	DC 06 Invincible Disco USOCs are being applied to NEW order of BB/V instead of DISCO order
8317	DC05 DL 132.3 must not send listings if NSTN or TN field is NULL
8319	DC05 DL 132.3 must not send foreign listings without a book code and section code value
8321	DC05 DL Correct Billing account id must be sent for non new order
8323	DC06 Updated DEMARC Solution to send the DEMARC info on the FOC along with additional information on PCN and BCN
8327	DC 06 Invalid Error: TCIC/CSPC validation being sent/New requirement for ACI pages
8343	DC 06 Trunk Group information not displaying correctly in the GUI, but is displaying correctly in backend
8357	DC 08 Wisor is requiring RECKT when doing partial disconnects
8363	DC08 Invincible - LSR Preorder For the Collocation Facility request if the COSTAT on the response B or D then we should return the Circuit ID in the ECCKT field
8368	DC06 On REQTY AB and KB's we should compare the circuits by stripping all the slashes and Spaces
8369	DC06 LSR\ASR TOS2USOC jsp page to retrieve the COS, USOC, SEC COS, DZ USOC, Pricing USOC values
8370	DC 10 Address incorrectly migrated for TN
8401	DC06 Invincible LSR Preorder - CSI Inquiry When a State/Government TN is submitted on the CSI Inquiry we should return an error of 'BTN Prohibited'
8409	DC 06 Unable to complete DD task for MD augment - ASAP.SP_TASK_COMPLETE
8418	DC 08 Invincible CONV ECID: 132.3 M6 customer account number "0AVTQ-VADI" does not exist in Siebel
8443	DC 06 MD/D ACTI D needs Trunk TCIC Validation
8469	DC 12 [MD/N/C] Existing T1 not being pulled in
8484	DC06 DB-EB-V with ELT of A, E, P and Siebel returns NULL for DL info - should provide a clear reject message to Synchronoss
8485	DC06 ASR TOS2USOC For multipoint orders, treat circuits associated to the MSL form with LEGACT=D, the same as Disconnects
8487	DC06 LEGACT should be associated per circuit rather than per order
8518	DC 12 Exception Handling for Gateway Event (ID 1106) Connection Timeout
8523	DC06 Supplement 2 orders to change the Due date are not updating the tasks with new date although the DDD is getting updated in M6
8540	DC06 ASR TOS2USOC Need to update the TOS2USOC tables with the attached data
8542	DC06 Prod Provisioning Plan Modification for WE 7/23
8563	DC06 Subloop orders are failing because of a rules error
8564	DC06 PLN Code needs to be updated on Winbacks - where losing order had a port out and loop

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
8566	Need to update the OM_ACNA_OCN table to include all OCNs/SPIDs found on the internal port out TNs (SPID field in Telephone Numbers table)
8575	
	DC06 JB\V orders are not creating getting error message "Unexpected error occurred in the system."
8603	DC 06 LSR Orders Need to remove ADDLCC task for CB/V with DSL dry loop orders
8608	DC06 Wholesale Line to RCF conversion is currently not supported
8637	DC 06 Facility being disconnected when RECCKT is null
8638	DC 06 ASR TOS2USOC Mapping Needed for HFC-04QB6.%04DS6.% ...
8643	DC 06 ASR TOS2USOC OMC - Supplement code needed to apply USOC for SUP3
8645	DC 06 LSR order for CB/V with DSL, the dry loop has more than 1 TN at the level 2 product if the original order had multiple TN's
8650	DC 06 When porting TN's, we need to support 100 TN's at a time
8669	DC05 RSCP FID and Call Forwarding FIDs should be returned on the CSI inquiry where available in Siebel.
8671	DC 06 ASR TOS2USOC Update for SDUR,04QB9.11
8676	DC 05 132.1 Pre-Order CSR Need to update the attribute name for the USOCs 'TBB' (so that the TN attribute does not fail schema validation when passed to M6.
8682	
	DC 06 KH LSR DL components are not copied to the CB/V add order with ELT=P and LACT=Z
8688	DC 06 KH LSR Invalid provisioning plan is assigned to DSL change order
8691	DC06 Sup 3 on CB\V orders with DL are failing in M6
8700	DC06 DB\D orders with a TNS value of A are failing in M6
8712	DC 06 Need to put in validations for the NPA on the LTN and the value populated in the RTY field for standalone listings
8713	DC06 ASR TOS2USOC Mapping provided for SDUR/04QB9.11/UNIT (null)/LTP DF%
8714	DC06 Need to add 'LNV' to the ACCESS_CUST table in M6
8715	DC 12 GESW tasks failing in M6 with [WLI-* error code
8716	DC 05 USOCs not loaded into Siebel
8720	DC05 DL DC06 JB/C and DB/V order getting rejected in M6
8726	DC 06 Need to allow FRP reps to filter by request type in the WSLREP work queue
8732	DC 06 Invincible Orders are missing CLLI codes on 104.1 or they are being populated with incorrect 8 character CLLI codes
8734	DC 06 ASR TOS2USOC SDBB/04QB9
8746	DC06 Updated logic for PQTY validations on DB\W and DB\D with TNS of A
8747	DC06 Updated logic to support migrations from retail\resale to DB
8749	DC 24 USOCs need to be added to PWB, and Siebel to be configured
8756	DC06 JBV with ELT A , Sup cancel fails with error No Directory Listing Service associated to the BAN passed
8757	DC06 FALLOUT PCN - For wholesale order code is unable to retrieve input xml. Currently orders are failing with LTN not valid
8775	DC 12 KH LSR GRPDISC task went error queue for the DSL disconnect order
8776	DC 06 Need to remove UNIT as a 'KEY' field to derive COS for ASR TOS2USOC
8790	DC12 Hunting migrates on as is and as specified orders are causing loss of Dial tone
8796	LSR PO Request / Response corellation
8797	
	DC 06 Invincible Incorrect NRC USOCs NR93P, NR9KT, NR9U5, and NR93O applied to DB/N order

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
8798	DC 06 ASR TOS2USOC SDUR 04DS6 ACTI = A
8810	EXCHG_KEY, LEN, RCU, SWITCH_TYPE are the required parameters and coming as null values from M6.
8820	DC05 DL Directory Listing update failing in Siebel Kittyhawk for Toll free Listing with error "Value too long for field 'Book Code' (maximum size 6).(SBL-DAT-00235)"
8827	DC 06 ASR TOS2USOC Update SHSA, 04DS4.44
8839	
	DC 06 Invincible FID 'TSC' must be sent downstream to 104.1 feed file if field is populated
8857	
	DC 06 JB/N order with RTY = LAM created when no LML existed for the ATN_EATN on the order.
8863	
	DC16C 2 circuits exists in GESW for UNE loop, one with active and other in pending active status.
8865	DC05 DL Directory Quantity field defaulting to value 1 in M6 for JB order in kittyhawk
8867	
	DC06 EB N and EB D ACTVPOTS and ACTVDSL gateway events are getting timed out error
8868	DC12 AB D ASN-EQ not completeing
8871	
	DC 16 DEMARC field needs to be mandatory for hotcut and wholesale installs work orders
8874	DC 06 LSR Order We need to implement the ability to handle up to 100 lines on a single BB/V request
8886	DC06 Removing USOC 'H28' from TOS2USOC - Needs to be a manually applied USOC
8887	DC 05 Invincible All CDG fields should be populated on change/disco orders from CDG VALIDATION tables
8892	DC 06 ASR TOS2USOC SDUN, 04QB9.11 LTP = MF%
8906	DC12 CB\V orders to change DSL are either disconnecting the existing circuit in DSL or it is not issuing a new record with the new TN cross reference
8914	DC12 ACTUAL_DUE_DATE paramtere is not coming for port out orders
8915	DC06 DL EB/C Order with LNA of X and LACT of I getting rejected in M6
8917	DC06 Listing did not carry over to new order even though there was an ELT of A and there was a listing on the disconnect order
8919	
	DC08 AB/V Order validation is failing in Wisor due to DISCNBR in LS form is mandatory from wisor
8920	DC06 Disconnect orders are creating for DB\C orders with LNA =C, when trying to disconnect some features of the Line.
8921	DC06 DL Standalone business customer with YPHV = None needs to have YPH code updated to 00000001 before passing to Siebel.
8922	DC05 DL 132.3 siebel update failing in 90000 batch for EB/N and DB/D orders in siebel Kittyhawk with error "Rejecting the Order due to Asset Part num issue"
8923	DC 06 DL On Act V orders with ELT = E or P, we need a rule in M6 to add the CPLEXLIST task if the STYC field is SI or CI.
8924	
	DC05 Invincible LSR Preorder - CSI Inquiry For accounts that have a BVS/RVS asset and Non-Affiliate DSL asset we need to return the information on the BVS/RVS asset on the 132.1 response
8939	EB/V with elt = A (with no listing in Siebel) should send back an error message stating there is no DL on the TN
8947	Whl - Migrate Order populating the SO # in the customer name field in Kenan

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
8948	Whl - Migrate orders have the disconnects working but the reconnect order is failing
8949	Whl - Migrate order reconnecting service prior to the install date
8950	Whl - Reseller account generating end user invoices
8952	DC05 When we receive a disconnect order for DSL, Line Share, or Line Split, we need to remove the 'UNE1', 'UCP1', and 'UNN1' FIDs for the related TN in Siebel.
8961	DC 08 KH ECID: 132.3 LSR DL is not disconnecting in Siebel for CB/V order with ELT=B
8963	DC 05 KH ECID: 132.3 LSR New DL is not loaded in to Siebel for CB/V order with ELT=P (LACT=I and LACT=N)
8964	DC 05 KH ECID: 132.3 LSR Additional listing is not migrated to CLEC for CB/V order with ELT=P (LACT=I and LACT=N)
8965	DC 05 KH ECID: 132.3 LSR New DL is not loaded in to Siebel for CB/V order with ELT=E (LACT=I and LACT=N)
8971	DC06 Invincible LSR - Subloop Orders Rejecting LSR Subloop orders for an invalid CKT even though the ECCKT exists in the OM_X3_SUBLOOPS table
8977	DC 12 Same location information should be populated when doing Augment orders - Trunk Group Information Screen
9000	DC 06 ASR TOS2USOC Update USOCs 1A5LX TYFMS TYFMX to add VTA
9004	DC 05 CONV All multipoint circuit legs needs to be brought into Siebel
9005	DC 05 Circuit leg needs to appear in Wholesale Asset view
9009	
9013	DC12 ACTIVATE Gateway events are not being sent on to ASAP on PIC\LPIC Changes [LNA P] DC06 CB V CB V order cancellation fails with wrong error message"An original order must be submitted before a supplement can be placed on the order."
9014	DC05 DL JB/C (Caption) order creation failing in Kitty hawk with error "Unable to create an order in the system"
9022	DC 06 TSC needs to be prohibited when ACTI = C
9024	DC 06 PLN We need to ignore the status in the OM_UPSTREAM_REQ_XML when generating PLN reports
9030	DC 06 Invincible OM should not derive a default BAN for all CHANGE/DISCO orders going to CDG - Siebel to populate existing billing
9034	DC 06 Invincible Billing task should fail if billing account can be associated for NEW orders going to CDG
9037	DC 06 Need 5964 configured as CIC code
9044	DC 06 ASR TOS2USOC SHSC 04QB6.33 LTP = LA, HCED, UNIT = C, ACTI = A
9048	DC06 Invincible LSR Order Response For some LSR orders the order responses are being sent using the incorrect version
9053	DC06 Automated Jeop's should not be assigned to orders with an ACT of D
9054	DC16 CONST The WFM-OSS task for AB\N orders are moving to error queue with error message "OSS-100013E~Value entered does not exist in the Metasolv Database"
9055	DC08 ASOG39 EOD form is prohibited for MD/N Augment change orders
9064	DC05 DL DL update failing for DB/T move order in siebel Kittyhawk with error "Invalid Transaction Code"
9072	DC 06 Invincible Circuit ID needs to be populated on TOFC product order on 104.1
9076	DC 06 For manual migrates, receiving a 500 internal error in MetaSolv when trying to relate the orders

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
9078	DC 06 ASR TOS2USOC Matching Logic update
9082	DC06 ASRBCN is going to OMAPPER Queue - OM-400006E~ Problem in creating ASR COMPLETION NOTICE, ORDER_INFO_NOTIFY Document.
9083	DC 06 Invincible OM needs an upfront validation for orders submitted with a BAN containing special characters
9091	DC 06 132.3 fallout When adding blocking features to a TN, the USOC is coming across as UND in the labels and values
9098	DC06 Invincible LSR Preorder - Loop Makeup Need to update the error message returned with EULID not found in GESW lmu_view
9100	DC 06 Need to validate BAN in Siebel when submitting an ASR
9123	DC06 MD/D orders are creating without circuits / SR 7637667.993
9124	DC 06 Hunting is not being carried over to the add order on migrates
9128	T and F order processing - customer moving from POTS+DSL to DSL dry loop and porting out TN at the same time should not be considered as T and F order
9162	DC 05 Conversion from legacy CRIS data for extended line channel dual premise addresses was never completed in Siebel.
9165	DC 06 Invincible ASR UNE orders must have CO# of 0581, 0582, or 0583 depending on state
9168	DC 06 Primary/Secondary Loc labels are not being populated
9169	DC 12 New trunk group is being created for AUGMENT orders -Trunk Group Info Screen
9179	DC 12 ASOG CLF format circuits are assigning to ED/N Orders - 1 loc
9186	DC 06 KH DSL components are not coming in 132.3 file for migration of Wholesale TN with wholesale DSL
9195	DC 06 Invincible LNA X should be treated same as MOVE order except the TNs will change
9214	DC05 CR 104.1 Need to automate response files from CDG and have a viewable Pass/Fail status for CDG billing records.
9216	DC05 CR 104.1 Need to allow Reps to correct orders in Siebel and re-extract the order on the next 104.1 file from Siebel GUI.
9218	DC 06 Error completing DD when augmenting trunk group - ASAP.TR_CKT_TO_SI
9219	DC06 CR 132.3 Validation Need to put 132.3 validations in place before the orders are written to the OM_SERVICEACCOUNT table. If any one of the validation rules fail, the billing task should error with the failed reason.
9220	DC06 Need to provide a search tool to search for standalone listings
9221	Hunting T and F orders - need to add "MIGR_HUNT" task label and transfer task to RCMAC queue
9228	DC06 DL M6 not sending SBLFNA fid for New TN in EB/C, LNA X and LACT I order
9230	DC 08 Wisor validation loop RD order NAI form- DIR field
9233	DC 06 LSR Order Many BB/V orders are failing to create with "error while supplementing MetaSolv order"
9235	Wholesale move add orders not coming to ASAP with PON
9237	DC 06 Job Code should be WPWIRE and not PWIRE for Wholesale Inside Wiring work
9238	DC06 MIGRATE Task is completing on the CB\V orders without the completion of the PRC-ACT Task
9241	DC06 Need to add quantity to USOCs in Billing USOCs/Disconnect USOCs in USER data
9243	DC06 HOTCUTP work order received a Sunday appointment

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
9249	'DC06 Need to remove 'DDVRFY' task from normal (non-expedite) orders' provisioning plans and begin sending reject messages back to the CLEC if it is not within the standard interval.
9251	DC12 To generate proper gateway event error code and error message
9266	DC06 DEMARC AB N multiline FOC is errored in EAI with schema validation error
9267	DC06 DEMARC EB N multiline APPTS task not completing for multiline orders gatewayevent wfmappresp
9268	DC 05 KH Unable to place the Change/Disconnect orders for the RIS_DRYLOOP/RVS_DRYLOOP products after converting from RVS/RIS through CB/V (migrate) order
9282	DC06 BHM% USOC to be removed from TOS2USOC
9284	DC 06 ASR TOS2USOC OMC UOSC/SUP 3,4 script update
9287	DC 06 ASR TOS2USOC Duplicate removal from TOS2USOC tables
9288	DC 06 ASR TOS2USOC Update to S25 USOC, removal of all where S25 is null
9294	DC06 Update Task Labels for Migrate and Hot Cut Orders
9299	DC06 AB\D orders should not generate hot cut work orders
9310	High number of CB/V Rejects results in Billing Impact
9316	DC06 Invincible LSR Preorder - Address Validation When entering an address in the address validation Preorder multiple candidates are returned even though the exact match is found in the OM database
9319	DC 05 Invincible UNE ASR orders must have Account/Facility Type of 'I/DT' and Type of Line of 'DT'
9326	DC06 Invincible ASR FOC All dates returned on the ASR FOC should be sent using the format of 'YYYYMMDD'
9329	DC06 Updated requirements for port out on a ported in TN
9330	DC06 Requirements to Handle ELT A fallout on CB\V orders (Backside connection error)
9344	DC06 Mapping to populate the Speed Label on WADSL orders
9346	DC 06 Need to validate the EATN/TNS for shell order RE-INSTATE TN
9350	DC 05 PROC DL Need to remove DL validations on Pricing USOCs in 132.3
9359	DC06 ASOG ED-N multipoint order creation is failing with the error "QSA value and no. of SALI forms are not matching: Form ASR - ADMIN"
9361	DC06 CB V CB V order for 100 lines fails with invalid error The zip code provided on the EU form does not match the zip code on the existing account.
9386	Bill dispatch methods changed according to spreadsheet
9393	DC 06 ASR TOS2USOC Update to SHSA NC, ACTI = A, LTP CA
9398	DC 06 Invincible CKR label in Connection Design is not updating
9401	DC12 Value 'TO' needs to be loaded in Traffic Use drop down for CLM Connection Information
9404	DC06 DB\D orders are not creating getting error message "Unexpected error occurred in the system."
9408	DC06 JB\C orders are not creating getting a vague error message
9411	DC06 Invincible LSR Preorder - Collocation Inquiry Need to change the path used to return the ECCKT in the Collocation response
9415	DC 06 For records only provisioning plan, need to add the E911SMRT task
9416	DC 12 Update to DC11_LOV_NCNCI_SVCCODEMOD_MAP for new TOS2USOC values

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
9432	DC 06 Need to send EUNAME as SN on 132.3 when present
9445	DC 05 Invincible CDG FID data table needs to be populated and continually updated
9453	DC 06 Need to handle individual lines when porting a centrex product
9455	DC 06 LTP logic to not pull in facility
9458	DC06 DEMARC FOC , BCN, PCN response to be formatted
9459	
	DC06 DB-C order creation is failing with the error "ORA-00001: unique constraint (ASAP.IDX_ORDER_LINE_FEAT_PK) violated" when trying to add new features "GCZ", "CFZ"
9462	DC06 Suspend DB Order creation failing with error Unable to process item Wholesale Lines Product group 1364.
9465	DC06 CB V with ELT A if the LTY in siebel is 7 Order creation fails with error Listing Type Enum Must be filled. for pon 2398786MCP
9466	DC06 Restore DB Order creation failing with error Unable to process item Wholesale Lines Product group 1364.
9467	DC06 JB V Pon DIRRB2321876M order creation fails with error Error while validating the Metasolv Order
9471	DC 05 KH Need to setup the Control M steps for the 9.12 Interface
9494	
	DC 06 Invincible LSR order creation is failing due to error message "The telephone number/circuit provided has been disconnected or is not in-service" even though TN is in-service in M6
9502	DC 06 132.3 For AB/N's and the new loop portion of BB/V's, the COS and USOC values are coming across as null/UND
9510	
	DC 06 132.3 For touch tone service product, resale orders are creating with USOC of UND
9514	DC 06 ASR TOS2USOC Updates for SD/R orders
9519	DC 06 ASR TOS2USOC VTA update for COS_USOC
9520	DC_06 ASR TOS2USOC Need to remove the CTG USOCs from TOS
9525	
	DC06 AB\N orders for Line Share are failing when the Address is not populated on the EU form
9530	DC06 CB V Pon L35444211 is failing with error The CITY provided is invalid Please resubmit the order with the city fully spelled out.
9534	DC06 DB\D orders sending error message "The PQTY field does not equal the number of lines requested on the order".
9535	DC06 CB V Pon L35470750 is failing with vague error
9537	DC06 BB/V order creation is failing with the error "Unhandled process exception [ServiceException]"
9548	DC 06 Invincible USOC 'S25EX' missing from circuits on REQTYP SD order
9551	DC 06 Invincible USOC OMC mapping needs to be updated - not applicable for SUP 4
9559	Change 3 Q BANs from Paper to Paper and BDT
9567	
	DC06 LNA value is being populated as null in the OM_OSS_LNA_VALUE table for PB Migrates
9569	DC 06 Need to add values in User Data Information for Reqtype (PB, KB, QB, NB) and Activitycode (W)
9576	DC 06 SALI Not Found - Directional Prefix issue
9587	
	DC06 EB S Non-pay Suspend order for single line suspend all the line under the account

RESPONSE TO ODR 26
IT WORK TO BE PERFORMED

Incident ID	Summary
9599	DC 06 Need to increase BILLING/DISCONNECT USOCs fields to 100 characters
9604	
	DC 06 Need to remove validation: Trunk group already exists for provided ACTL and SECLOC
9605	
	DC 06 Need to remove auto-population of A-LOC/Z-Loc in Trunk Group Information screen
9606	DC12 T1 location lookup logic needs implemented.
9607	DC 06 ECCKT field should be prohibited when ACTI = C
9608	DC06 Additional Pricing USOCs are being generated on WADSL Orders.
9617	Gateway event is showing In-Progress for ASN-EQ task.
9620	DC06 CB V Disconnect order PCN is completing before the add order tasks are assigned.and response sent back to wisor.
9633	DC06 CB\V orders need to be supported on Port out requests for ISDN Lines
9634	DC06 DB\V orders For loop to Line migration requesting a port in are failing in M6
9645	DC06 If UNE = Y, SPEC should be required.
9648	DC 06 Invincible Remove hardcoding and pass the order REMARKS to billing

**RESPONSE TO ODR 29
FAIRPOINT RELEASE OVERVIEW**

FairPoint *Release Overview*



January 2009

Publication October 12, 2008

Notice

This Release Overview document is intended to provide an encapsulated review of scheduled changes for the next FairPoint technical release. This document is not intended for use to program interfacing systems and does not replace the Business Rules or other technical specification documents.

Revision History

CR	Revision Date	Revision Summary
001	05/21/08	Summary of Changes from Verizon NE LSOG ver. 9.9.4 to FairPoint LSOG ver. 9.9.4 - Maine, New Hampshire, and Vermont
002	06/20/08	Summary of Changes for the Verizon Release as it is supported by FairPoint LSOG ver. 9.10 and 9.11 – Maine New Hampshire, and Vermont
003	09/05/08	Summary of Changes for the Verizon Release as it is supported by FairPoint LSOG ver. 9.12.1 – Maine, New Hampshire, and Vermont.

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January 2009 Release Overview

CLEC Impacting

CR001 – FAIRPOINT support of Verizon’s 9.9.4 Release

Jurisdiction:

FairPoint Maine, New Hampshire, and Vermont

CR Type:

4 – FairPoint Change

Description:

The following updates are the result of the pending updates/changes to the Verizon East Release of 9.9.4 that FairPoint will implement at the cutover migration scheduled for January 2009.

Details:

The scope of this initiative is to summarize the differences between Verizon LSOG Release 9.9.4 and FairPoint’s LSOG Release of 9.9.4. All updated Business Rules and Technical Specifications to support the Wholesale Customer Interfaces and provisioning systems.

FairPoint will support the following changes:

1. LSR - Pre-Order – 9.9.4

- a. **CHANGE** - Service Order Inquiry – The Change affects the view of the Service Order layout. Prior the Verizon Systems displayed Service Orders with FIDS/USOCs in the FairPoint/Wisor GUI or Ebonding Apps to Apps the display will be in “plain” English Terms in the Multi Line Text (MLT) field.
-

Type	Scenario	Transaction
Service Order	Service Order Response	ALL

- b. **CHANGE** – Service Order Inquiry - Multi Line Text - The following fields represents the data that will be returned in the MLT field for the initial Service Order Inquiry Response:
-

Identification Section: PON, Order Number, TN, Overall Status, Application Date, Due Date, and Related orders.

Listing Section (if applicable): Listed Name, Address, Special Listing, and YPH Codes. FairPoint will not support Segment Number this would be true for both Ebonded & GUI customers.

Remarks Section: Remarks and notes on the order

Type	Scenario	Transaction
Service Order	Service Order Inquiry Response	TXTYP = S

-
- a. **CHANGE** - Pre-Order or Service Order Response - When the CSR contains more than 10K lines of information, the first 9,999 lines will be returned in the response along with an informational message directing the user to go to the Wholesale Customer Portal, which is the FairPoint's replacement to the Verizon Wholesale Customer Portal.

-
- b. **CHANGE** - Loop Disturbers - The following fields will not be returned on the Loop Make-Up Pre-Order that describes the "F" Segment Binder and Adjacent Binders: F1DTSAME, F1DTADJ, F2DTSAME, F2DTADJ, F3DTSAME, F3DTADJ, F4DTSAME, and F4DTADJ.

Type	Scenario	Transaction
Pre-Order	Loop Make-Up Response	TXTYP = J

-
- c. **CHANGE** - ONT Port Inventory on Fiber Availability - The following fields will not be returned: ONT Ports Total, ONT Port Available, and ONT Port Used.

Type	Scenario	Transaction
Pre-Order	Fiber Availability Response	TXTYP = W

-
- d. **CHANGE** - TN Reservation Maintenance - To cancel a subset of numbers on a reservation enter a TXTYP = G and TXACT = U and RESNO is required a Line Level indicator of "R".

* Note: If both "keep" and "remove" are sent for the same TN then FairPoint's system default "keep".

Type	Scenario	Transaction
Pre-	Telephone Reservation	TXTYP = G

Order	Maintenance	TXACT=U
-------	-------------	---------

- e. **CHANGE** - TN Reservation Maintenance - To cancel a TN Reservation enter TXTYP = G and TXACT = K and RESNO is required. This will cancel all reserved TN(s) and remove the reservation from the system.

Type	Scenario	Transaction
Pre-Order	Telephone Reservation Maintenance	TXTYP = G TXACT = K

- f. **CHANGE** - TN Reservation – When a second TN Assignment Inquiry Direct Mode is entered, the “RESID” value returned from the initial TN Assignment response is populated in the “RESID” field.

Type	Scenario	Transaction
Pre-Order	Telephone Reservation	TXTYP = B

- g. **CHANGE** - CABS CSR – Change – CABS CSR inquiry will not allow specific fields to be selected to narrow the search options. If one of the following fields is selected CKR, HNMUL, MONTH, LIVEFIN, SECTION, FROMPG, SVCFEAT, TSC, SFENTER, TLI, WTN, and/or LST the inquiry will not reject however, the response will be the full CABS image for the requested account. The following fields are required to perform this Inquiry: TXNUM, D/TSENT, TXTYP, CC, AN, STATE, CUSCODE, LIVEFIN, and AGAUTH.

Type	Scenario	Transaction
Pre-Order	CSR Inquiry to CABS	TXTYP = R

- h. **CHANGE** - Appointment Scheduling – Added “RESID” value required to link the Address Validation Response with the Appointment Schedule Inquiry. Prior Verizon East supported the “Re-Use” of the TXNUM sent from the Address Validation Inquiry to link the Appointment Schedule. The RESID value is the “MSGID” returned on the “exact” match from the Address Validation Response. MSGID = four up to 20 characters.

Type	Scenario	Transaction
Pre-Order	Appointment Scheduling	TXTYP = D

- i. **CHANGE** - TXTYP – TXACT Combinations – Update/Change the following are the current transaction supported by FairPoint (see Appendix A).
- j. **CHANGE** – TN Assignment - FairPoint has decoupled the combination Validate Address –Select TN, Validate Address – Reserve TN, and Validate

Address – Return TN. The process required is to perform “Address Validation” and then perform Select TN, Reserve TN, or Return TN.

- k. **NEW** - Address Format - FairPoint will return the zip code with the “+ 4 code” which is a “change” from the current Verizon Address Responses. CLEC’s may still send the 5-digit format for zip on any “Inquiry” and FairPoint will respond with the ZIP + four format NNNNN space NNNN. EDI example N4||ME|04930 1271
-

2. LSR – Order – 9.9.4

- a. **CHANGE** - Resale - Separate Restores, Denials, and Suspend LSR’s per line activity on a “restore” Resale Service. Prior Verizon allowed, “restore” and “deny” at the line level when the LSR activity is “restore” for Resale Services.
-

Type	Scenario	Transaction
Order	Resale Services	TXTYP = E Act = B

3. Provider Notification Report

- a. **CHANGE** - Provider Notification Report also referred as **Line Loss Report** - The Provider Notification Report is an electronic file advising the existing local service provider that the end user customer has migrated to a new local service provider. CLECs/Resellers can retrieve their reports via the Wholesale Customer Portal (WCP) via FTP. Provider Notification Report **will not be** supported via EDI or “Connect-Direct”.
-

CR002 – FAIRPOINT support of Verizon’s 9.10 and 9.11 Release

Jurisdiction:

FairPoint Maine, New Hampshire, and Vermont

CR Type:

4 – FairPoint Change

Description:

The following updates are the result of the pending updates/changes to the Verizon East Release of 9.10 and 9.11 that FairPoint will implement at the cutover migration scheduled for January 2009.

Details:

The scope of this initiative is to summarize the differences between Verizon LSOG Release 9.10 and 9.11 and FairPoint’s LSOG Release of 9.10 and 9.11. All updated Business Rules and Technical Specifications to support the Wholesale Customer Interfaces and provisioning Systems.

FairPoint will support the following changes:

1. LSR - Pre-Order 9.10

- a. CHANGE - “FAST” (Fiber Access Speed Technology) is FairPoint’s product name for the former VZE “FIOS”. FairPoint will allow the ability to port-out or migrate (Resale or Wholesale Advantage) “FAST” Voice for residential customers. A “new” field will be supported on a Customer Record Parsed, PPT (Ported Pooled Type), to indicate when the TN is “FAST” Voice number. The “FAST” Voice and will be returned in the Summary Section of the CSR.
-

Form Transaction	Field Number and Name	Action (Add Change Delete)	Business Rules Section	Data
CSR	15 – PPT – Ported / Pooled Type	Add	Field	New Optional Field Added to response
		Add	Valid Entries	D - “FAST” Telephone Number -
		Add	Valid Entry Notes:	If, a valid entry of "D" is returned the TN may or may not cross Rate Center boundaries. The TN may now reside in another state. If the TN resides in another State, the terminating address will be reflected on the response.

2. LSR – Order 9.10

- a. CHANGE - “FAST” – LSR migration order (Wholesale Advantage or Resale) is received and the TN is “FAST” Voice the REQ TYP = CB, DB, or EB and ACT = V LSR NO (Local Service Request Number) associated with “FAST” Voice TN will be 14- 17 alphanumeric characters.

Type	Scenario	Transaction
Order	LSR “migration” Order	TX TYP = CB, DB, or EB TXACT = V ELT = E only

b. Change - “FAST” - Edit Impacts Summarized

Action	Form	Section	Field	Error Code	Old Error Message	New Error Message
Change	LSR	Usage/Edits	Field # 030 - REQ TYP	SR022	When REQ TYP = FB and 2nd char. of TOS is not = Y, then ACT must = N, V, C, B, S, Y, D or J	When REQ TYP = FB and 2nd char. of TOS is not = Y, then ACT must = N, V, C, B, S, Y, D or J, unless PPT Value in CSA =D, then request is prohibited.
Change			Field # 030 - REQ TYP	SR025	When REQ TYP is KB or LB, then ACT must be N, W, V, C or D	When REQ TYP is KB or LB, then ACT must be N, W, V, C or D, unless PPT Value in CSA=D, then request is prohibited
Change			Field # 030 - REQ TYP	SR027	When REQ TYP is "NB","PB" or "QB", then ACT must be "N","J","W","V","C","D","T" or "R".	When REQ TYP is "NB" ,"PB" or "QB", then ACT must be "N", "J", "W", "V", "C", "D", "T" or "R", unless PPT Value in CSA =D, then request is prohibited.
Change	EU	Usage/Edits	Field # 039 – ELT – End User Listing Treatment	EU058	Required when ((REQ TYP = EB, FB, JB, MB, PB, BB, CB, NB, QB) or (REQ TYP = DB and the EATN field is populated)) and ACT=V, Optional when the 1st char of the REQ TYP on the LSR Form=A and the ACT field on the LSR Form=V, Optional when the 1st character of the REQ TYP on the LSR Form = “D” and the ACT field on the LSR Form = “V” and the EATN field is not populated, Otherwise Prohibited.	Required when ((REQ TYP =EB, FB, JB, MB, PB, BB, NB, QB) or (REQ TYP =DB and EATN is populated)) and ACT=V. Optional if 1 st position of REQ TYP =A, C and ACT =V. Optional if 1st position of REQ TYP =D, ACT =V and EATN is not populated. If REQ TYP =CB and PPT value in CSA =D, then ELT must =E if populated. If REQ TYP = DB, EB and PPT value in CSA =D, then ELT must =E, Otherwise Prohibited.
Change	DL	Usage/Edits	Field # 009 –	DL001	When the ACT field on	When the ACT field

Action	Form	Section	Field	Error Code	Old Error Message	New Error Message
			LACT - Listing Activity		the LSR Form = "N" or "T", only a valid entry of "N" is allowed.	on the LSR Form = "N" or "T", only a valid entry of "N" is allowed, or if ACT = V and PPT value in CSA = "D", then LACT must = N.
Add		System Edit		PO0022		"Pending Order(s). Due mm/dd/ccyy".
SYSTEM EDIT	N/A	SYSTEM EDIT	SR233	Product not available, unable to process request.	Validation Check criteria---If REQ TYP = "AB" or "BB" and ACT = "V" and CHC = "B" Then need to check CPD file --- Agreement data source check by CLEC, by State and Effective Date--- Match on CLEC, STATE and Validate on Contract Product Effective Date Contract	Validation Check criteria---If REQ TYP = "AB" or "BB" and ACT = "V" and CHC = "B" Then need to check CPD file --- Agreement data source check by CLEC, by State and Effective Date--- Match on CLEC, STATE and Validate on Contract Product Effective Date Contract. Include condition to prohibit REQ TYP=DB, EB ACT=W if LSR ATN = "FAST" Voice TN (Or if CSA PPT=D). REQ TYP=DB, EB ACT=V, LNA=W if LSR ATN="FAST" Voice TN (Or if CSA PPT=D).

- c. CHANGE - "FAST" – Service Order Status – When SOI is for a "FAST" Voice TN, the Response will contain the following: Order Status, Order Number, and Order Creation Date, Account Telephone Number, and Service Ready Date information.
-

3. LSR – Pre-Order

- a. ***NO CHANGE from VZE to FairPoint - Implement USOC for Line and Station Transfer*** – Currently Line and Station Transfer is determined during provisioning process once an order has been submitted. This initiative will provide a “new” Pre-Order field and indicator on the Loop Qualification DSL Response or xDSL Loop Qualification Response that an LST charge may apply when a LSR is submitted. The “new” field will be LSTFR – Line and Station Transfer. When “Y” is returned in the LSTFR field then a charge may be needed in order to provide compatible facilities to complete the LSR request.

Business Rules Impacts:

Form, Transaction or Section	Field Number and Name	Action(Add Change Delete)	Section **	Data
Loop Qualification DSL Response	058b – LSTFR – Line and Station Transfer	Add	New Field	New Field added to transaction
xDSL Loop Qualification Response	058b – LSTFR – Line and Station Transfer	Add	New Field	New Field added to transaction

Edit Impacts: No Impacts

- b. ***No Change from VZE to FairPoint NEW – UNE Analog Loops – Non-Dispatchable Due Dates*** – When a residential 2 Wire Analog UNE Loop is unavailable for a central office connection FairPoint will assign a due date equal to cut through plus two business days.

- i. Pre-Order Address Validation Inquiry transaction will be modified to allow a ***new*** Type of Service (TOS) value of 21--, Residence 2 Wire Analog Loop. When the TOS = 21—the Cut Through Validation (CTVAL) field may be populated to include Cut Through Validation with Address Validation.

Business Rule Impacts:

New Usage, Field, and Valid Entry Notes will be added to fields within the Pre-Order and Order Business Rules in support of the new edits.

Pre-Order – Address Validation Inquiry/Direct TN Selection Inquiry

- EDIT/Usage Rules: Revise Usage Note on CTVAL

- Field Note: Revise Field Note on CTVAL
- Valid Entry Note: Revise valid Entry Note on TOS

Ordering - End User Form

- Field Note: Revise Field Note on WSOP

Form Transaction	Field Number and Name	Action (Add Change Delete)	Business Rules Section	Data
ADR/DTN I	10 – TOS – Type of Service	Add	Valid Entry	2 nd Character: Value: Description: 1 2 Wire Analog Loop

c. No Changes from VZE to FairPoint - Modify Edits on ZIP Field and Remove STATE Field

- Part of the FCC mandate (Docket Nos. 07-243, 07-244, 04-36) stipulates that LNP validation consist of no more than four specific fields as part of the End User (EU) validation process. This initiative is removing the STATE field from the End User validation process and replacing it with the ZIP field.
- One of the four fields used for REQTYP = CB, ACT = V, is the ZIP field on the EU Form. The ZIP field will replace the STATE field for the End User validation process.
- Business Rules Impacts Summarized:
 - New Usage, Field, and Valid Entry Notes will be added to fields within LSR, EU, and DL Forms in support of the new edits.
 - LSR Form:**
 - Edit/Usage Rules: add new Usage Note to BI1, BI2, and EBD fields.
 - EU Form:**
 - Valid Entry Notes: add new Valid Entry Note to ZIP field.
 - Edit/Usage Rules: add new Usage Note to STATE field.
 - DL Form:**

8. Valid Entry Notes: add new Valid Entry Note to RTY, LTY, TOA, LNPL, LNLN, LNFN, and LTTY fields.
9. Edit/Usage Rules: add new Usage Note to DLNM field.
10. Field Notes: add new Field Note to LACT, ALI, RTY, LTY, TOA, DLNM, LYXTY, and LASN fields.

Action	Form	Section	Field	New Error Message
Add	LSR	Admin	CCNA	Invalid CCNA for CCNA/ZIP combination
Add		Bill	BI1	When REQTYP =CB, ACT =V, ELT =B or blank, BI1 must not be populated.
Add			BI2	When REQTYP =CB, ACT =V, ELT =B or blank, BI2 must not be populated.
Change			EBD	Effective Bill Date F2 EBD is not available
Add	EU	Loc & Acc	STATE	Optional when the REQTYP =CB/ACT =V, Otherwise Required.
Add			ZIP/Postal Code	Invalid ZIP
Add	DL	Listing Control	LACT	Invalid LACT and ZIP Combo – LSR IN QUERY
Add			RTY	The 2nd and 3rd characters of "AM" are invalid for this ZIP Code
Add				Record Type FT Valid entry "B" is invalid for ZIP.
Add				Invalid ZIP, BRO is only valid on an Additional Listing.
Add			LTY	Valid entries "4" and "5" are not applicable for this ZIP.
Add				Valid entry "2" is prohibited for this ZIP
Add				Valid entry "6" is not valid for this ZIP
Add				Listing Type FH Valid entry "8" is not valid for this ZIP.
Add				Valid entry of "9" is invalid for this ZIP
Add				TOA
Add			Listing Indicator	Dual Name Listing CT DLNM prohibited for this ZIP.
Add			Listing Instruction	LNPL not valid for Residence Listing

Add			LNLN	LNLN cannot be all upper case for Residence accounts
Add			LNFN	Period (.) as the first character of LNFN is valid only for Business listings
Add			TL	Field TL: populated-TOA must be BP and account C/S must be business for REQ TYP CB
Add			TITLE1	Field TITLE1: populated-TOA must be BP and account C/S must be business for REQ TYP CB
Add			TITLE2	Field TITLE2: populated-TOA must be BP and account C/S must be business for REQ TYP CB
Add			TLD	Field TLD: populated-TOA must be BP and account C/S must be business for REQ TYP CB
Add			TITLE1D	Field TITLE1D: populated-TOA must be BP and account C/S must be business for REQ TYP CB
Add			TITLE2D	Field TITLE2D: populated-TOA must be BP and account C/S must be business for REQ TYP CB
Add			LTXTY	LOI is not valid for residence listing

1. LSR - Pre-Order 9.11

a. *No Change from VZE to FairPoint - CHANGE* – WADSL Product Enhancements – Migrations

- i. The initiative will allow simultaneous migrations of both voice and data from a Retail line with DSL (Lineshare) to Wholesale Advantage DSL (WADSL) with no change in TN.
- ii. Business Rules Impacts Summarized:

1. ADD – New SDP value to accommodate migrations from Lineshare to WADSL.
-

Form, Transaction or Section	Field Number and Name	Action (Add Change Delete)	Section **	Data
PS Form – Service Details	38a – SDP – Shared Date Provider	Add	Valid Entries	M = Migrate DSL to Wholesale Advantage DSL

iii. Edits Impacts Summarized:

Action	Form	Section	Field	New Error Message
Change	EU	Delivery Contact Info	DCFN	Delivery Contact First Name IK Required when the SDP field on the PS Form = "C", "D", "E", "F", "G", or "M" otherwise prohibited.
Change			DCLN	Delivery Contact Last Name IM Required when the SDP field on the PS Form = "C", "D", "E", "F", "G", or "M" otherwise prohibited.
Change			EMAIL	Electronic Mail Address IT email address Required when the SDP field on the PS Form = "E" or "M". Optional when SDP is C,D,F or G. Otherwise Prohibited
Change			TEL NO	Local Contact Telephone Number – TELNO Required when the SDP field on the PS Form is "C", "D", "E", "F" "G" or "M", otherwise prohibited.
Change	LSR	Admin	SUP	Supplement Type R1 SUP 6 and 7 are prohibited if the SDP field on the PS Form is equal to "C", "E", "F", "G" or "M".
Change	PS	Service Details	SDP	Shared Data Provider Y6 Required when (the first position of the REQ TYP field on the LSR Form = "D" and ((the LNA field = "C" or "V" and FEATURE field is populated with request for any Wholesale Advantage DSL product) or (the LNA field = "D")) and (the 2nd Char position of the LTOS field = "L")).
Change	PS	Service Details	LTOS	When the SDP field = "C" or "D" or "E" or "F" or "G" or "M" then 2nd Char position of the LTOS must

Action	Form	Section	Field	New Error Message
				equal "L".
Add	PS	Service Details	SDP	The SDP value M is only permitted when the LNA = V
Add	System Edit	N/A	System edit	Current ISP provider not eligible for WADSL
Add	System Edit	N/A	System edit	Optional package ordered not available with WADSL
Add	System Edit	N/A	System edit	Data account is Suspended

iv.

CR003 – FAIRPOINT support of Verizon’s 9.12.1 Release

1. LSR - Pre-Order 9.12.1

- a. *No Changes to implemented in VZE or FairPoint – Pre-Order* – Business Rules
-

2. LSR – Order 9.12.1

- a. *No Differences from VZE to FairPoint* for 9.12.1
-

- i. Order – Business Rules - Directory Listing; Local Service Request; Port Service; Service Order Status
 - ii. EDI – Order, Pre-Order, or Service Order Status
-

Appendix "A"

TRANSACTION TYPE	TXTYP	TXACT
Address Validation By Address	A = Address Validation	A = New Inquiry
Address Validation By TN	A = Address Validation	T = Validation By TN
Select TN	B = Telephone Number Assignment	E = Selection
Reserve TN	B = Telephone Number Assignment	R = Reservation
Return TN	B = Telephone Number Assignment	U = Return
Exchange TN	B = Telephone Number Assignment	X = Exchange
CSR Inquiry To CABS	R = CSR Inquiry CABS	
CSR Inquiry To Customer Service Record	E = CSR Inquiry	
Scheduling & Availability	D = Appointment Scheduling Information	A = New Inquiry
Scheduling & Availability	D = Appointment Scheduling Information	G = Change Reservation
Scheduling & Availability	D = Appointment Scheduling Information	R = Reservation
Loop Make-Up	J = Loop Make-Up	A = New Inquiry
Loop Qualification Basic	Q = Loop Qualification Basic	A = New Inquiry
Service & Feature Availability	C = Feature / Service Availability	A = New Inquiry
Directory Listing Inquiry	T = Directory Listing	A = New Inquiry
Reservation Maintenance	G = Reservation Maintenance	A = New Inquiry
Reservation Maintenance Modification	G = Reservation Maintenance	M = Modify Reservation Expiration Date
Cancel Reservation	G = Reservation Maintenance	K = Cancel Selection Or Reservation
Cancel A Specific TN From A Reservation	G = Reservation Maintenance	U = Return Or Remove TN
xDSL Loop Qualification	H = xDSL Loop Qualification	A = New Inquiry
xDSL Loop Qualification Extended	K = xDSL Loop Qualification Extended	A = New Inquiry
Collocation Assignment Validation	N = Collocation Facility Assignment	A = New Inquiry
Fiber Availability	W = Fiber Availability	A = New Inquiry
Service Order Inquiry	S = Service Order Inquiry	A = New Inquiry

**RESPONSE TO ODR 32
ORDERS 20 DAYS PAST DUE**



RESPONSE TO ODR 32 ORDERS 20 DAYS PAST DUE

As of 08/09/2009 @ 6:00pm

Contact:

Bryan Lamphere

802.881.5707

blamphere@fairpoint.com

RESPONSE TO ODR 32 –ORDERS 20 DAYS PAST DUE

PAST DUE ORDER SUMMARY

TOTAL OVER 20 BUSINESS DAYS PAST DUE = 1,431

Business = 230

Residential = 783

Wholesale = 418

TOTAL PAST DUE – PROVISIONING COMPLETE, ORDER OPEN = 17

TOTAL PAST DUE – PROVISIONING NOT COMPLETE = 1,414

- Past Due Customer Miss 276

- Past Due FairPoint Miss 1,070

- Past Due Held for Facilities/Capacity 68

TOTAL PAST DUE – PROVISIONING COMPLETE, ORDER OPEN

FRAME RELAY HELD @ DD = 15

Orders provisioned but virtual circuits tracked manually until system fix planned deployment of August 1, 2009.

RECORDS ONLY UPDATE = 2

Service Provisioned but orders require various system fixes before order can complete final tasks.

TOTAL 17

Customer Miss

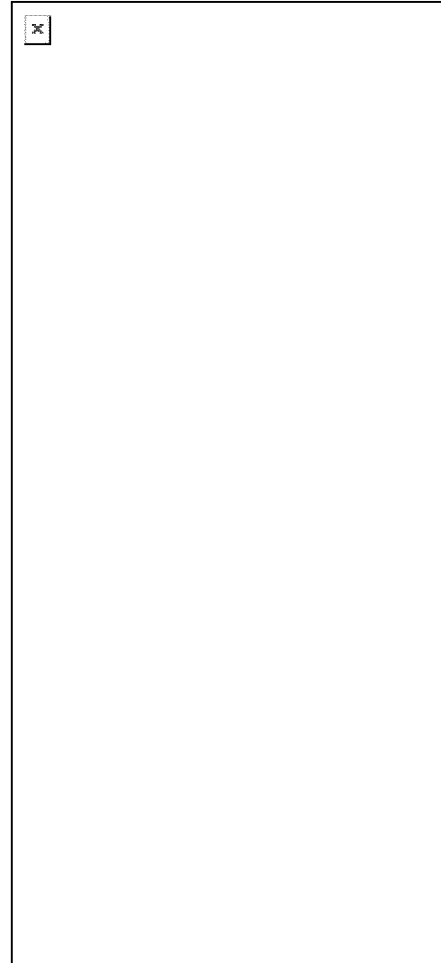
HELD FOR CUSTOMER REASONS	*WHOLESALE PORT OUT CARRIER MISS	HELD FOR CARRIER MISS REASON
February 0	February 0	February 0
March 2	March 0	March 0
April 1	April 0	April 0
May 12	May 0	May 1
June 41	June 152	June 1
July 8	July 58	July 0
August 0	August 0	August 0
TOTAL 64	TOTAL 210	TOTAL 2

*Wholesale Port Out Carrier Miss Order Counts are arbitrarily broken out by month until we are provided the correct monthly breakdown.

Company Miss

HELD FOR COMPANY REASONS	
February	0
March	9
April	28
May	27
June	130
July	78
August	0
TOTAL	272

HELD FOR PENDING RELATED ORDER	
February	0
March	0
April	1
May	3
June	4
July	3
August	1
TOTAL	12



HELD FOR INFRASTRUCTURE SHORTAGE BUILD	
February	0
March	0
April	0
May	1
June	1
July	0
August	0
TOTAL	2

Company Miss Continued

PAST DUE (NO JEOPARDY)	
February	0
March	6
April	10
May	108
June	410
July	205
August	28
TOTAL	767

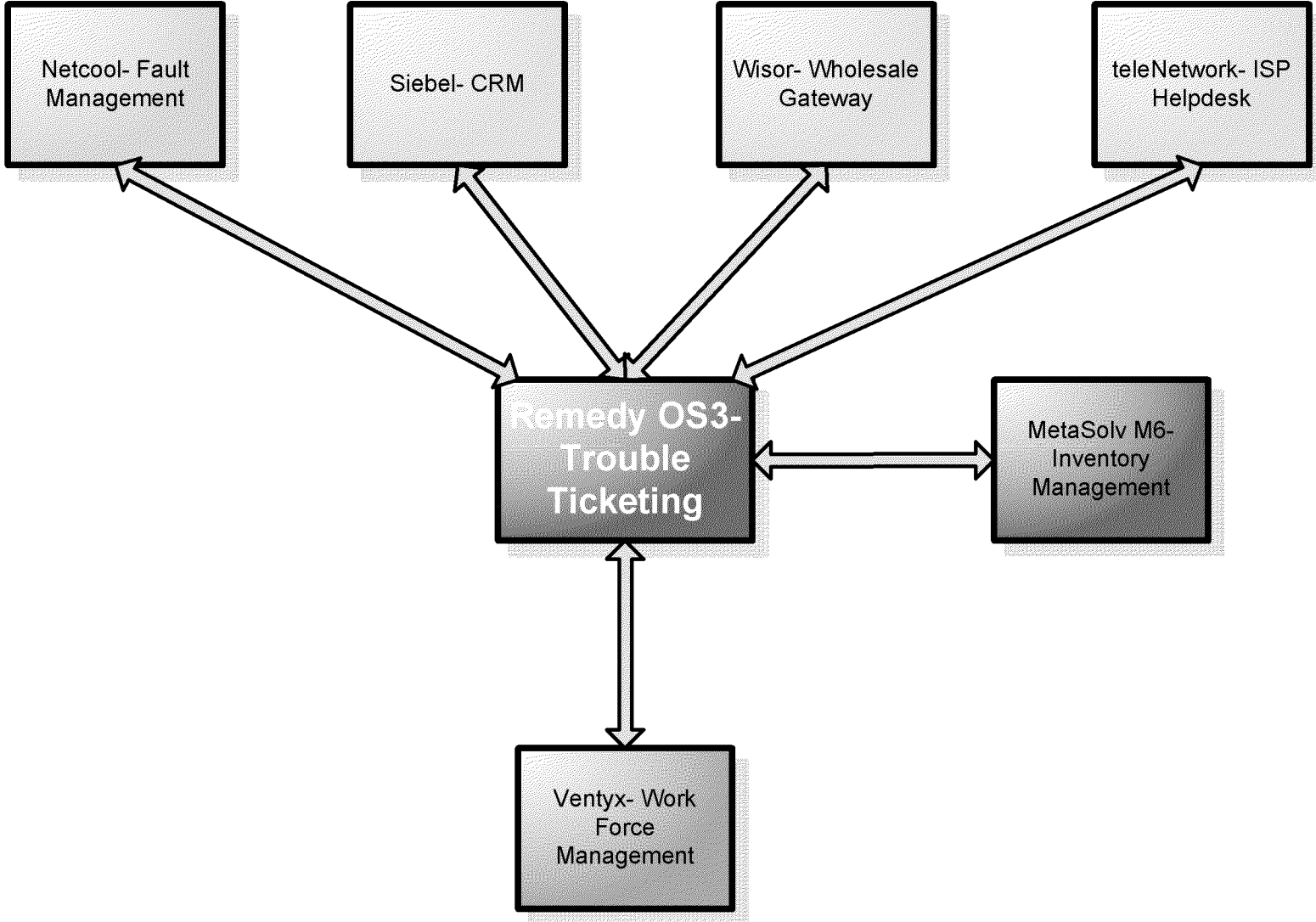
CANCELS IN PROGRESS (NO JEOPARDY)	
February	0
March	0
April	0
May	2
June	8
July	8
August	1
TOTAL	19

**RESPONSE TO ODR 37
SYSTEMS OVERVIEW**

Network Systems Description

02/26/2008

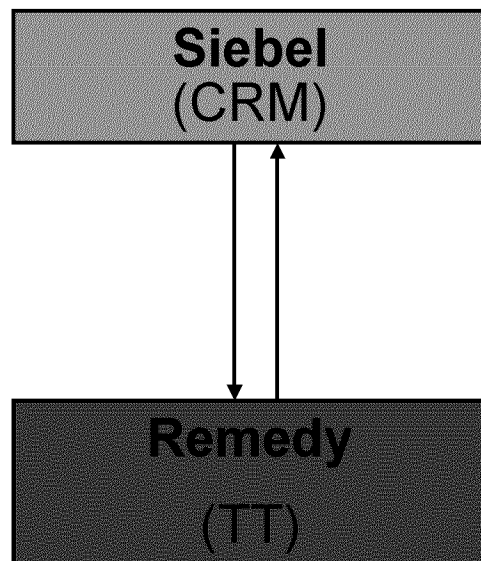
Trouble Ticketing System (Remedy)



Remedy & Siebel interaction

The Siebel CRM system is used to capture all customer Trouble Tickets for all tickets except DSL.

***Siebel is the golden source for customer tickets.**



Siebel will send Remedy

- Create Trouble Ticket Requests
- Updates to Customer Comments
- Requests to Close a Submitted Trouble Ticket

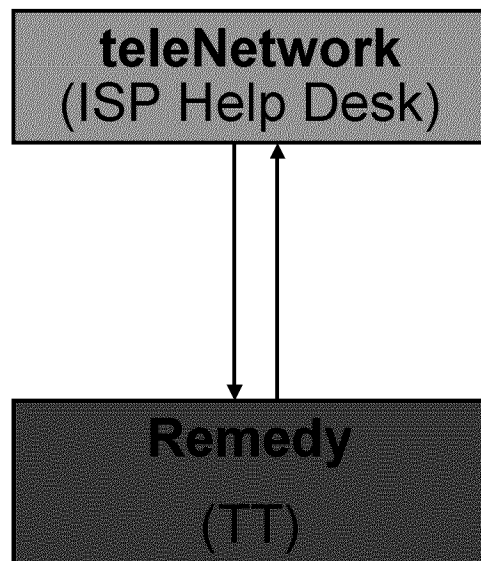
Remedy will send Siebel

- Create Ticket Acknowledgement with
 - Ticket ID, Status, and Priority
- Updates to Trouble Ticket
 - Ticket Status, Priority, or Notes

Remedy & teleNetwork interaction

The teleNetwork is the outsourced DSL/ISP Help Desk. The teleNetwork system is used to capture all customer Trouble Tickets ISP Tickets.

***teleNetwork is the golden source for ISP customer tickets.**



teleNetwork will send Remedy

- Create Trouble Ticket Requests
- Updates to Customer Comments
- Requests to Close a Submitted Trouble Ticket

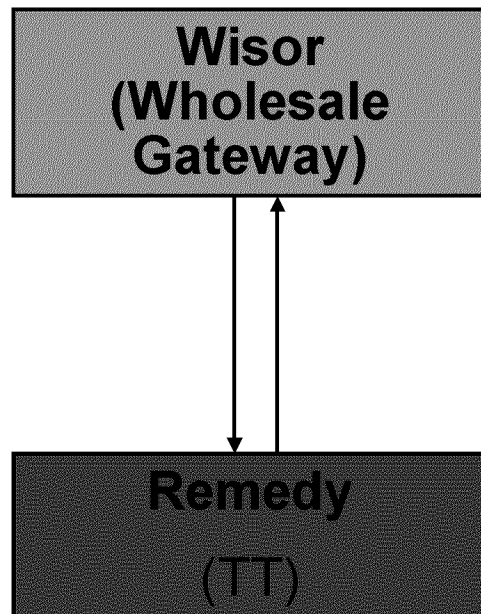
Remedy will send teleNetwork

- Create Ticket Acknowledgement with
 - Ticket ID, Status, and Priority
- Updates to Trouble Ticket
 - Ticket Status, Priority, or Notes

Remedy & Wisor interaction

The Wisor Wholesale Gateway provides an entry point for all Wholesale Network related troubles.

*Since Wisor does not provide historical archiving, Remedy serves as the golden source for Wholesale Customer tickets.



Wisor will send Remedy

- Create Trouble Ticket Requests
- Retrieve Trouble Status Request
- Add Trouble Info Request
- Modify Attributes Request
- Escalate Trouble Ticket Request
- Cancel Trouble Ticket Request
- Verify Completion Request

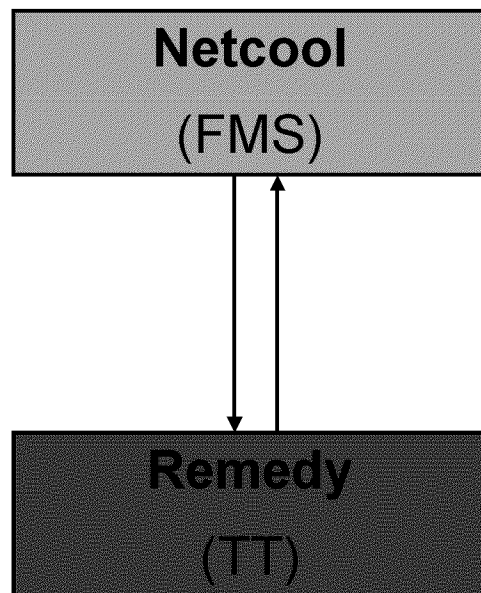
Remedy will send Siebel

- Create Ticket Acknowledgement with
- Updates to Trouble Ticket
 - Ticket Status
- Trouble Ticket Status Request Response
- Add Trouble Info Request Response
- Modify Attributes Request Response
- Escalate Trouble Ticket Request Response
- Verify Completion Request Response

Remedy & Netcool interaction

A NOC Technician can create tickets into Remedy related to an alarm.

***Remedy is the golden source for ALL Network Related troubles.**



Netcool will send Remedy

- Create Trouble Ticket Linked to Alarm Requests
- Updates to Alarm Severity

Remedy will send Siebel

- Create Ticket Acknowledgement with
 - Ticket ID, Status, and Priority
- Updates to Trouble Ticket
 - Ticket Status or Priority

Remedy & MetaSolv IM interaction

Remedy will enrich Trouble Tickets with Network/Customer information.

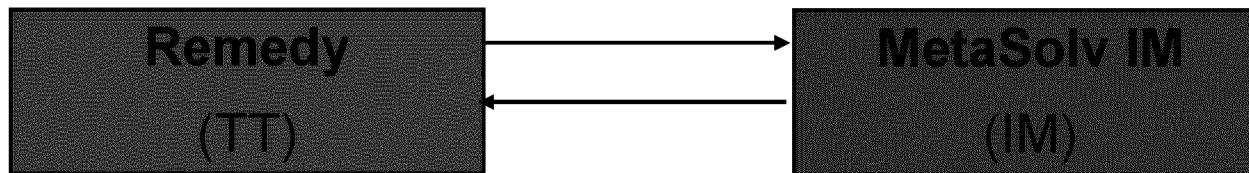
When passing information in Work Orders to Ventyx, the enrichment keys are passed for Ventyx to re-enrich.

Remedy will send MetaSolv IM

- Request for Ticket Enrichment
 - CLR/DLR
 - Device Details
 - Circuit and Assignment Details

MetaSolv IM will send Remedy

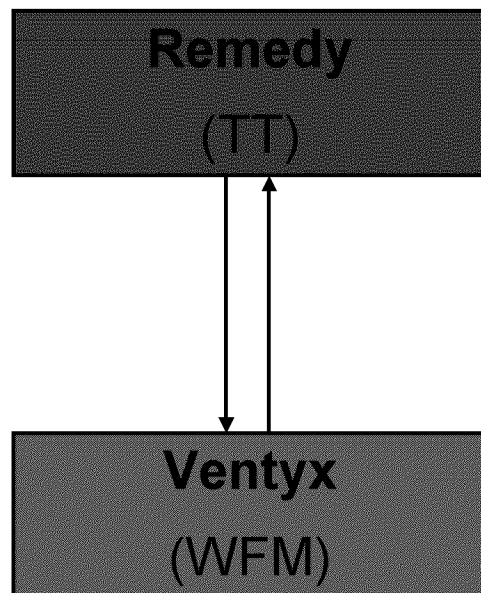
- Enrichment Information Response
 - CLR/DLR
 - Device Details
 - Circuit and Assignment Details



Remedy & Ventyx interaction

Remedy will send request for Dispatch Work Orders (In or Out) to Ventyx.

***Remedy is the golden source for ALL Network Related repair work.**



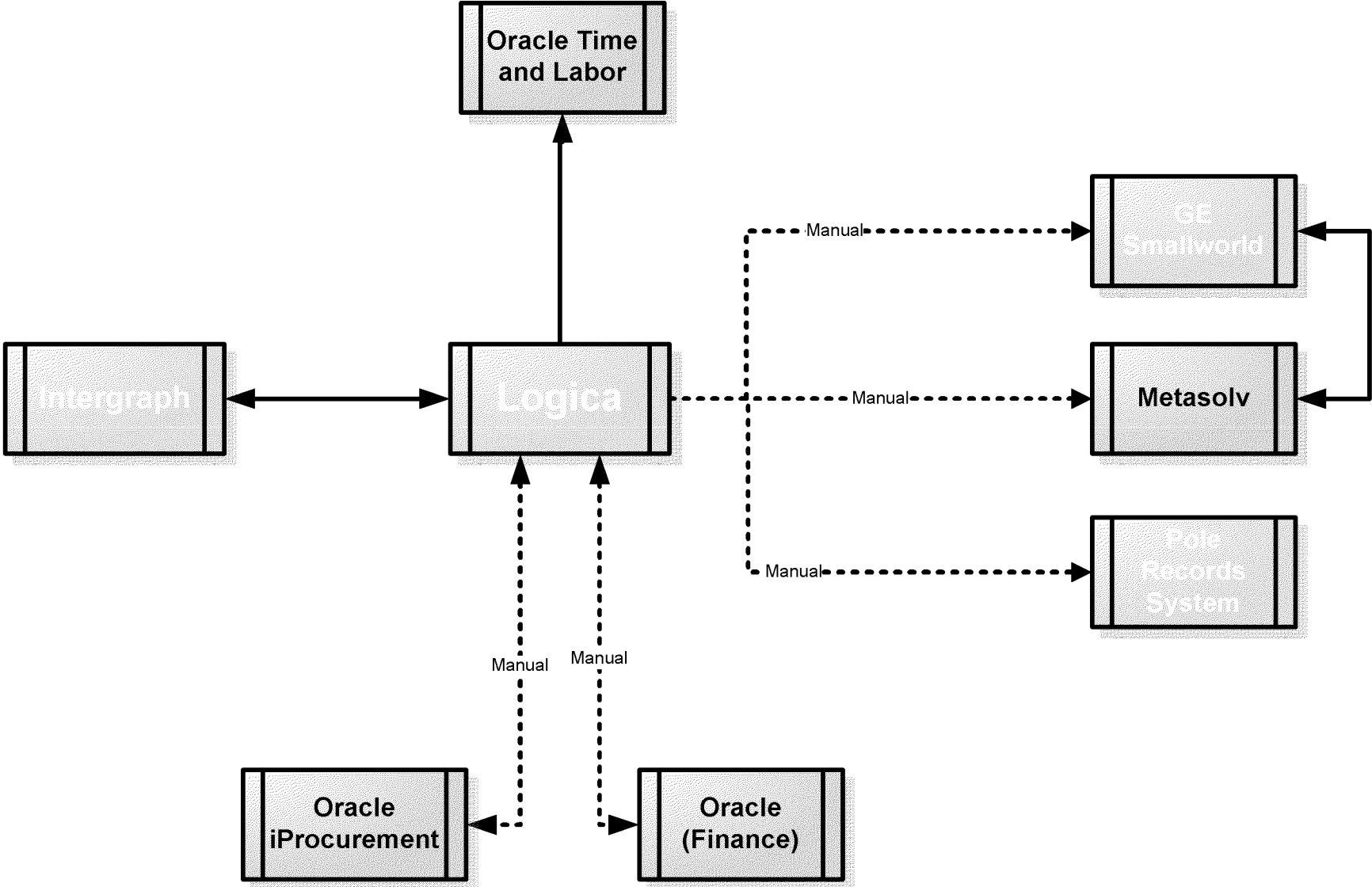
Remedy will send Ventyx

- Create Customer Work Order Request
- Create a Network Work Order Request
- Create a Change Management Related Work Order Request
- Modify Work Order Request

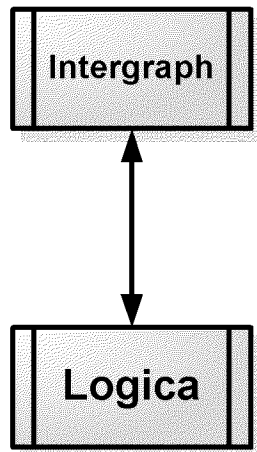
Ventyx will send Remedy

- Work Order Status Details

OSP Systems



Logica & Intergraph interaction



- **Intergraph is an Outside Plant and Engineering system used to:**
 - Create, edit and store Outside Plant designs
 - Store all attributes of the equipment in the network
- **Logica is an Outside Plant and Construction system used to:**
 - Create Engineering Work Orders (EWO)
 - Estimate and Price EWOs
 - Capture tasks and materials
 - Schedule construction
 - Post and close jobs

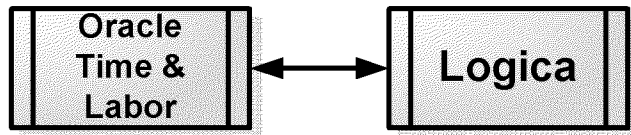
Intergraph will send Logica (through interface):

- Compatible Units

Logica will send Intergraph (through interface):

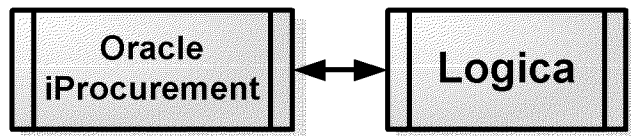
- Initiate an Engineering Work Order
- Send updated Compatible Units

Logica & Oracle interaction



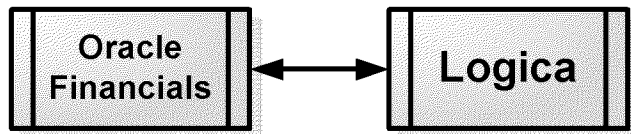
Logica will send Oracle Time & Labor (through interface):

- Employee Timesheets



Logica and iProcurement interact manually:

- Logica places material requisitions through iProcurement
- iProcurement sends Logica updates



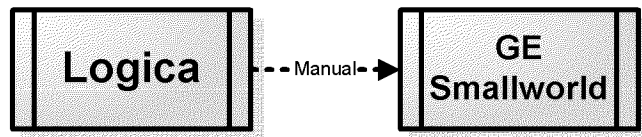
Logica and Oracle Financials will interact manually:

- Oracle Financials will generate and track OSP projects

Logica & GE Smallworld / Metasolv interaction

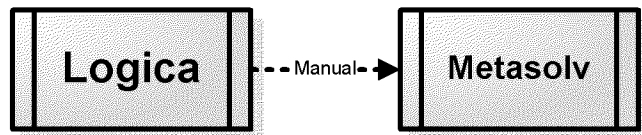
GE Smallworld is an Outside Plant Inventory Modeling and Provisioning system used for:

- Place and manage Living Units, Terminals, Remote Terminals & Cables
- Copper circuit inventory and provisioning, including POTS & DSL



GE Smallworld and Logica interact manually when:

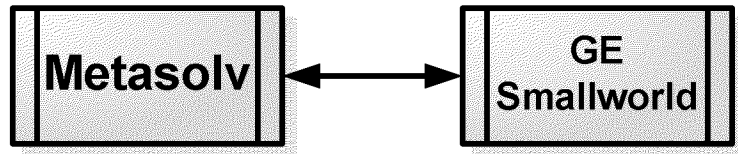
- Logica posts to GE Smallworld after completing a job



Logica and Metasolv interact manually when:

- Logica posts to Metasolv (Provisioning and Inventory) at the completion of a job

GE Smallworld / Logica & Metasolv, PRS interaction

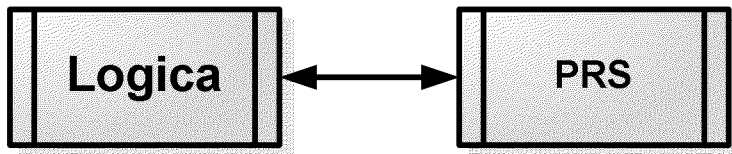


Metasolv will send GE Smallworld (through interface):

- Create Living Unit

Metasolv will send GE Smallworld (through interface):

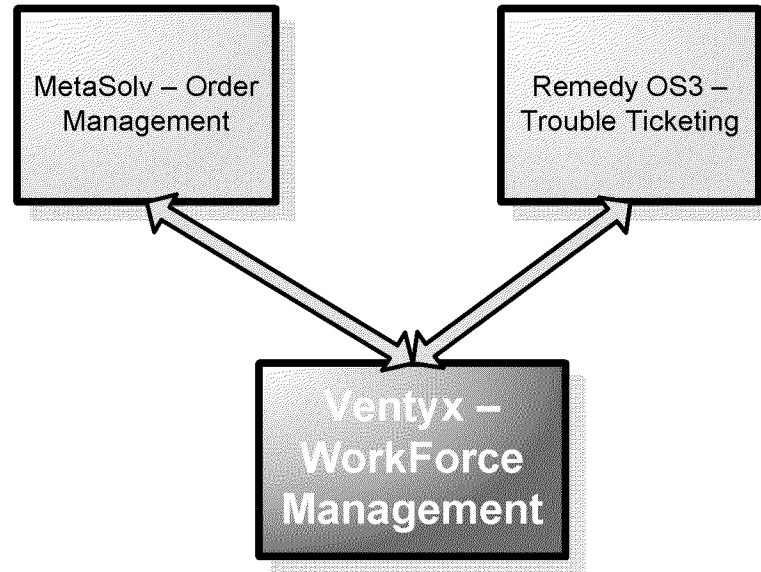
- DSL Loop Qualification
- Circuit Service
- Cable Pair Assignment
- Update Assignment Status



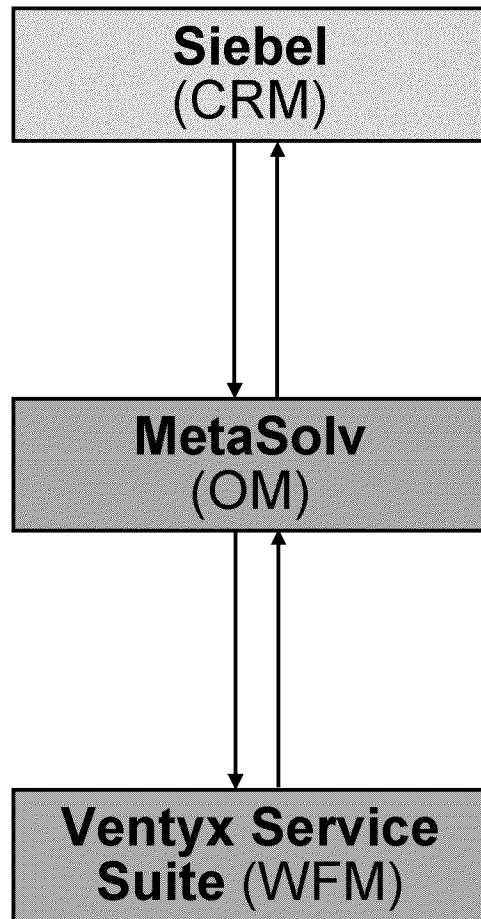
Logica and PRS will interact manually when:

- Logica posts to PRS (Pole Record System) at the completion of a job

WorkForce Management Systems



WFM Systems



CRM system used to capture all customer interaction, for example:

- New service orders
- Certain Repair complaints
- Update customer & billing information
- Inquiries about Trouble, Service requests etc.

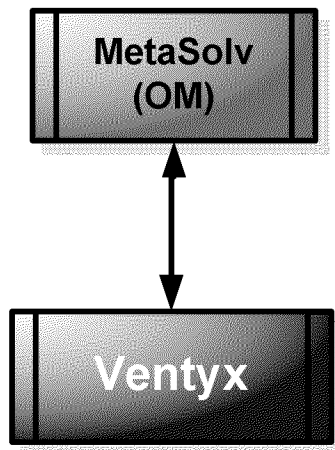
OM system for managing:

- Provisioning & Activating for new service orders
- Calculating due dates
- Managing fallout related to Network issues

WFM system that manages the Workforce (Field Technicians) by:

- Managing work orders
- Dispatching Technicians
- Updating work order statuses
- Managing Technician time and availability

MetaSolv OM & Ventyx Interactions



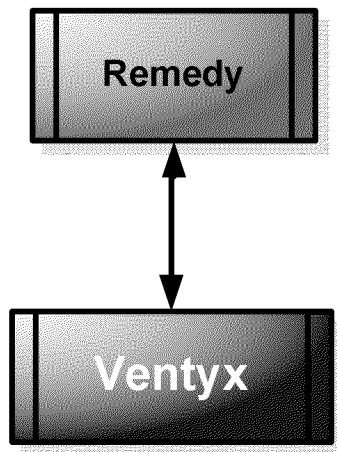
MetaSolv OM will send Ventyx

- Order Information to calculate the due date of the order
- Create Customer Order request
- Special order Flag??
- Order Modifications

Ventyx will send MetaSolv OM

- Appointment Windows
- Work Order Details
- Fallout Details

Remedy & Ventyx Interactions



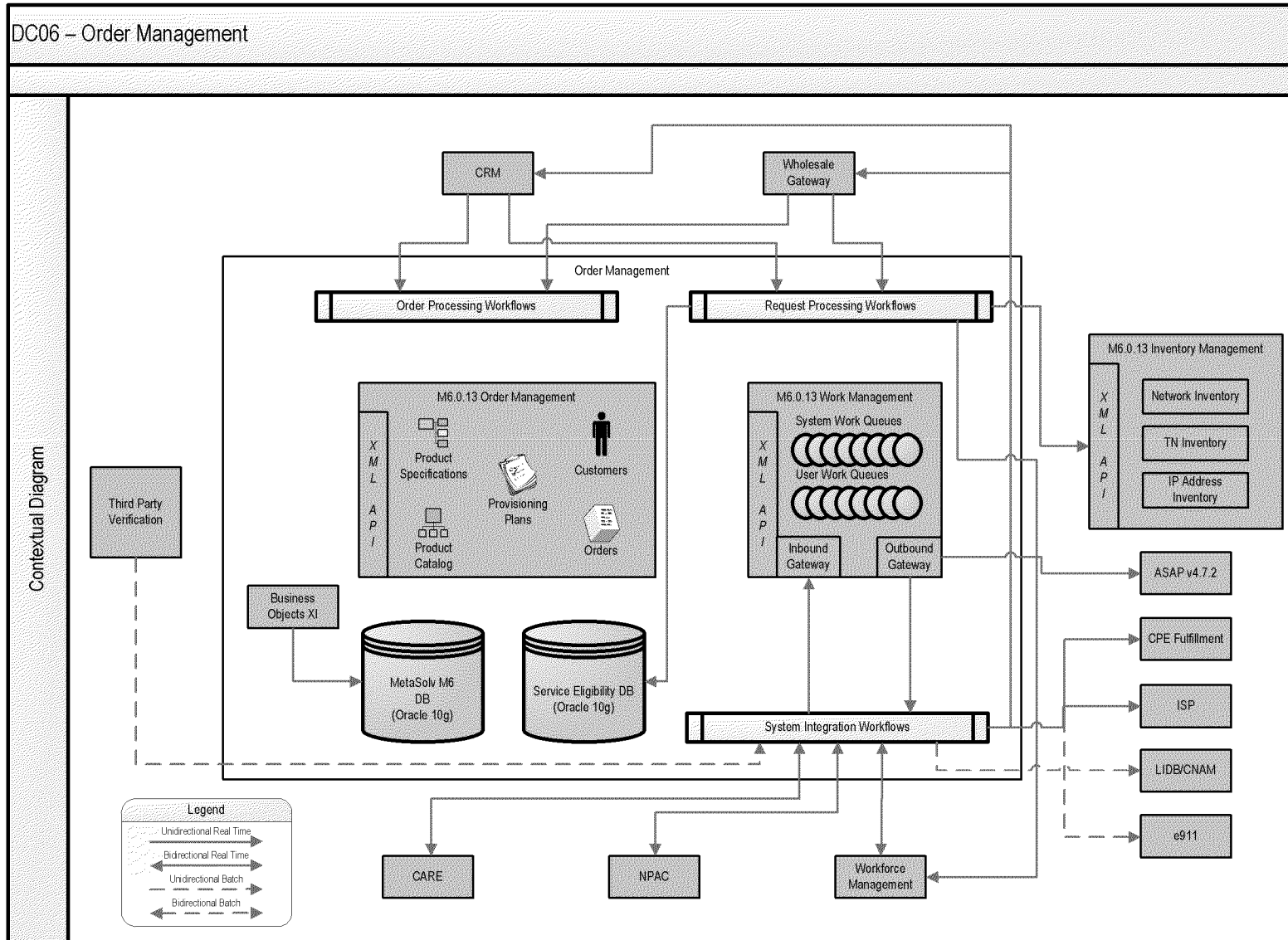
Remedy will send Ventyx

- Create Customer Work Order Request
- Create a Network Work Order Request
- Create a Change Management Related Work Order Request
- Modify Work Order Request

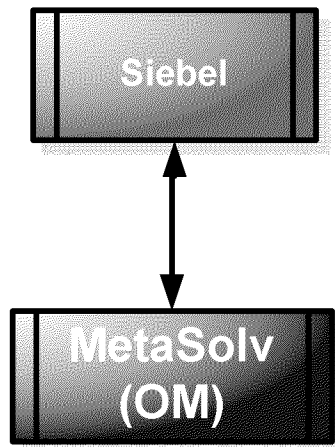
Ventyx will send Remedy

- Work Order Details

MetaSolv OM Context Diagram



MetaSolv OM & CRM (Siebel)



Siebel is the CRM system used to capture all customer interaction.

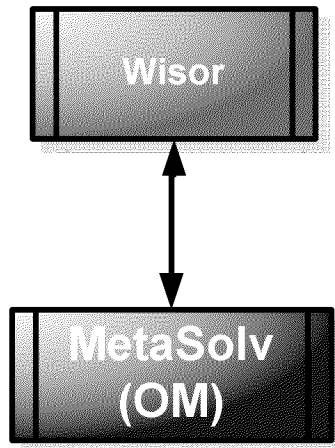
Siebel will send MetaSolv OM

- Pre-order requests (Serviceability check, TN reservation, Work order appointment requests, etc.)
- Service Order Information

MetaSolv OM will send Siebel

- Serviceability Results, work order appointment windows, telephone Numbers, etc.
- Order Status updates, Completion Notice

MetaSolv OM & Wholesale Gateway (Wisor)



Wisor is the wholesale gateway. It is used to capture communications with the CLEC's

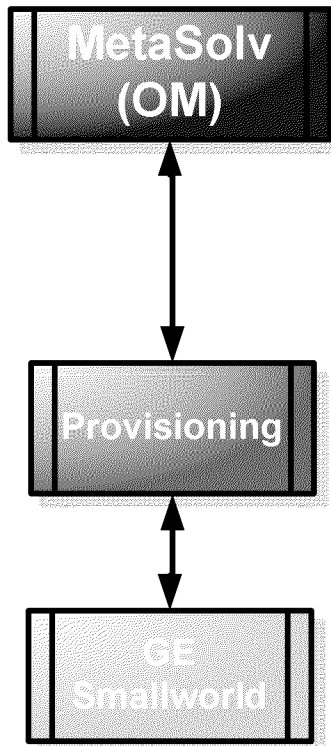
Wisor will send MetaSolv OM

- Pre-order requests (serviceability check, TN reservation, work order appointment scheduling, etc.)
- Service Order Information

MetaSolv OM will send Wisor

- Serviceability Results, work order appointment windows, telephone Numbers, etc.
- Order Status updates, Completion Notice

MetaSolv OM & OSP (GE Smallworld)



GE Smallworld is the OSP Inventory System

MetaSolv OM communicates to GE Smallworld through Provisioning.

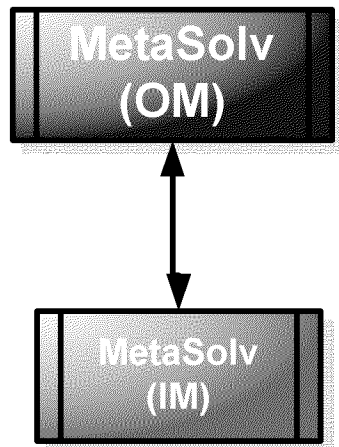
➤ **MetaSolv OM will send GE Smallworld via Provisioning**

- Loop Qualification Requests
- Cable Pair Assignment Requests

➤ **GE Smallworld will send MetaSolv OM via Provisioning**

- Loop qualification information
- Response to the Facilities/Cable pair assignment requests

MetaSolv OM & Inventory Management (MetaSolv)



MetaSolv IM is the Network Inventory System. This includes Switches, DSLAMs, Routers, and also Telephone Numbers.

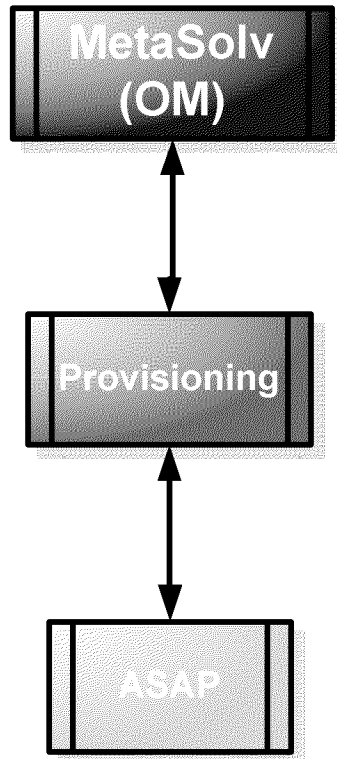
MetaSolv OM will send MetaSolv IM

➤ TN Reservation Request, Serviceability Request

MetaSolv IM will send MetaSolv OM

➤ Telephone Numbers, Serviceability response

MetaSolv OM & ASAP



ASAP manages components of the network activation process.

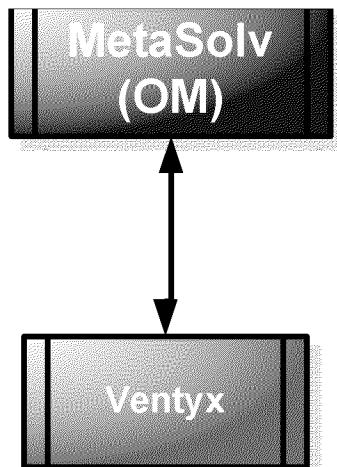
MetaSolv OM will send ASAP

➤ Activation requests

ASAP will send MetaSolv OM

➤ Response (acknowledgement or error) to the Activation requests

MetaSolv OM & WFM (Ventyx)



Ventyx is the Workforce Management System.

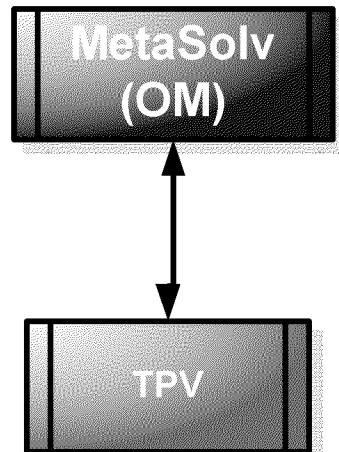
MetaSolv OM will send Ventyx

- Work appointment reservation requests
- Work order requests (create, modify, reschedule, etc.)

Ventyx will send MetaSolv OM

- Reservation windows
- Work order updates

MetaSolv OM & TPV (3PV)

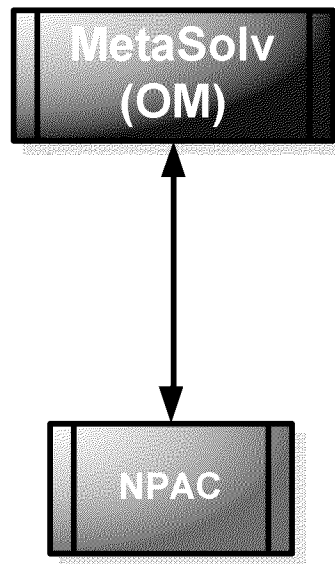


3PV is a system that provides the third party verification services for the customers who switch the LD carriers

3PV will send MetaSolv OM

➤ Result of the verification with customer (customer said “yes” or “no”, etc.)

MetaSolv OM & NPAC (NeuStar)



NPAC supports the number portability through the standardized LNP interfaces (admin, activate).

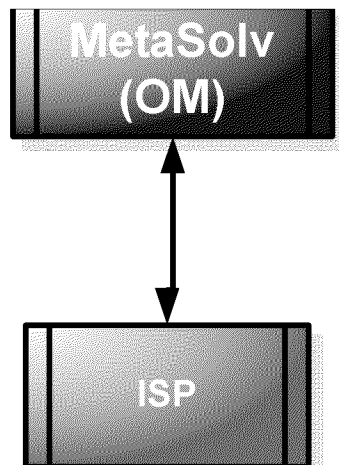
MetaSolv OM will send NPAC

➤ Subscription Version Requests (create, activate, release, etc.)

NPAC will send MetaSolv OM

➤ Acknowledgements to the OM requests, notifications from the other carriers (release request, in conflict messages, etc.)

MetaSolv OM & ISP



ISP Systems:

- Hostopia:** Provides turnkey web hosting, email, and application services
- InfoSpace:** Provides private-label portal solutions
- TeleNetwork:** Provides technical support and help desk services for ISP related issues
- Authentication Services:** Provides authentication services

MetaSolv OM will send Hostopia

- Email address, password, product code

MetaSolv OM will send InfoSpace

- Portal login

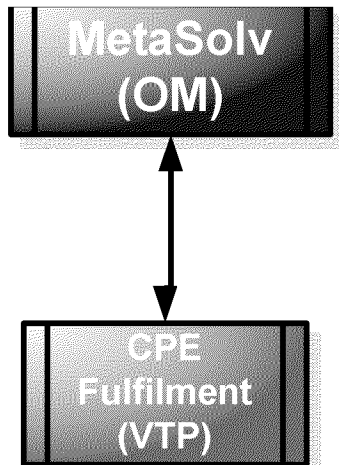
MetaSolv OM will send telenetwork

- Customer and service order information (name, address, TN, etc.)

MetaSolv OM will send Authentication Services

- Portal login and password, PPPoE login and password, etc

MetaSolv OM & CPE Fulfillment (VTP)

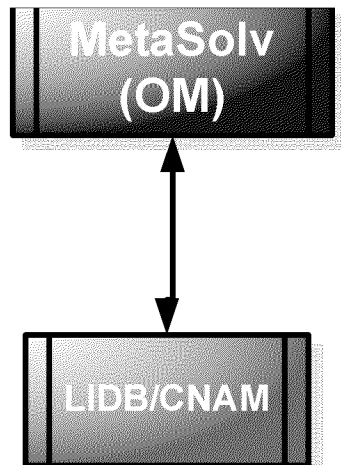


VTP supports hardware fulfillment and warranty coverage for ISP customer premise equipment

MetaSolv OM will send VTP

➤ Customer name, shipping address, etc.

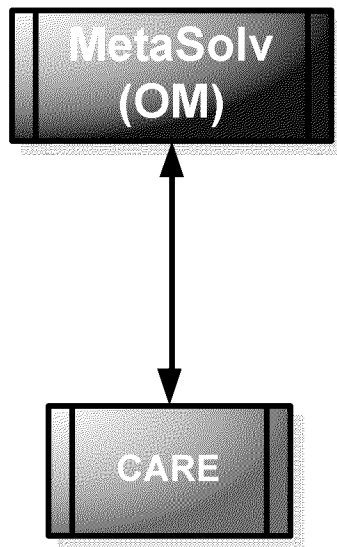
MetaSolv OM & LIDB/CNAM



**LIDB supports the data management of line number records.
CNAM supports subscriber names and privacy indicators for Calling Name Delivery Services**

MetaSolv OM will send LIDB/CNAM
➤ Line Information and calling name details

MetaSolv OM & CARE (NeuStar)



The CARE clearinghouse provides the communication between IXC's and LSP's to facilitate end user's PIC/LPIC changes

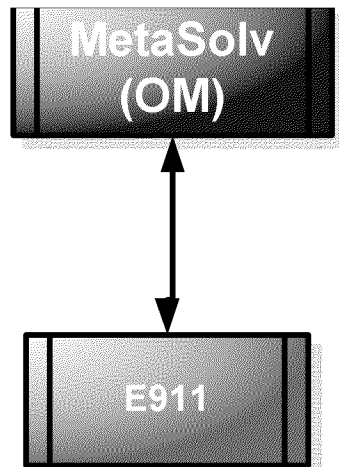
MetaSolv OM will send CARE

- PIC Change notifications (Customer information, TN, CIC, etc.)
- Responses to the PIC change requests

CARE will send MetaSolv OM

- PIC change requests from Access Customers

MetaSolv OM & E911

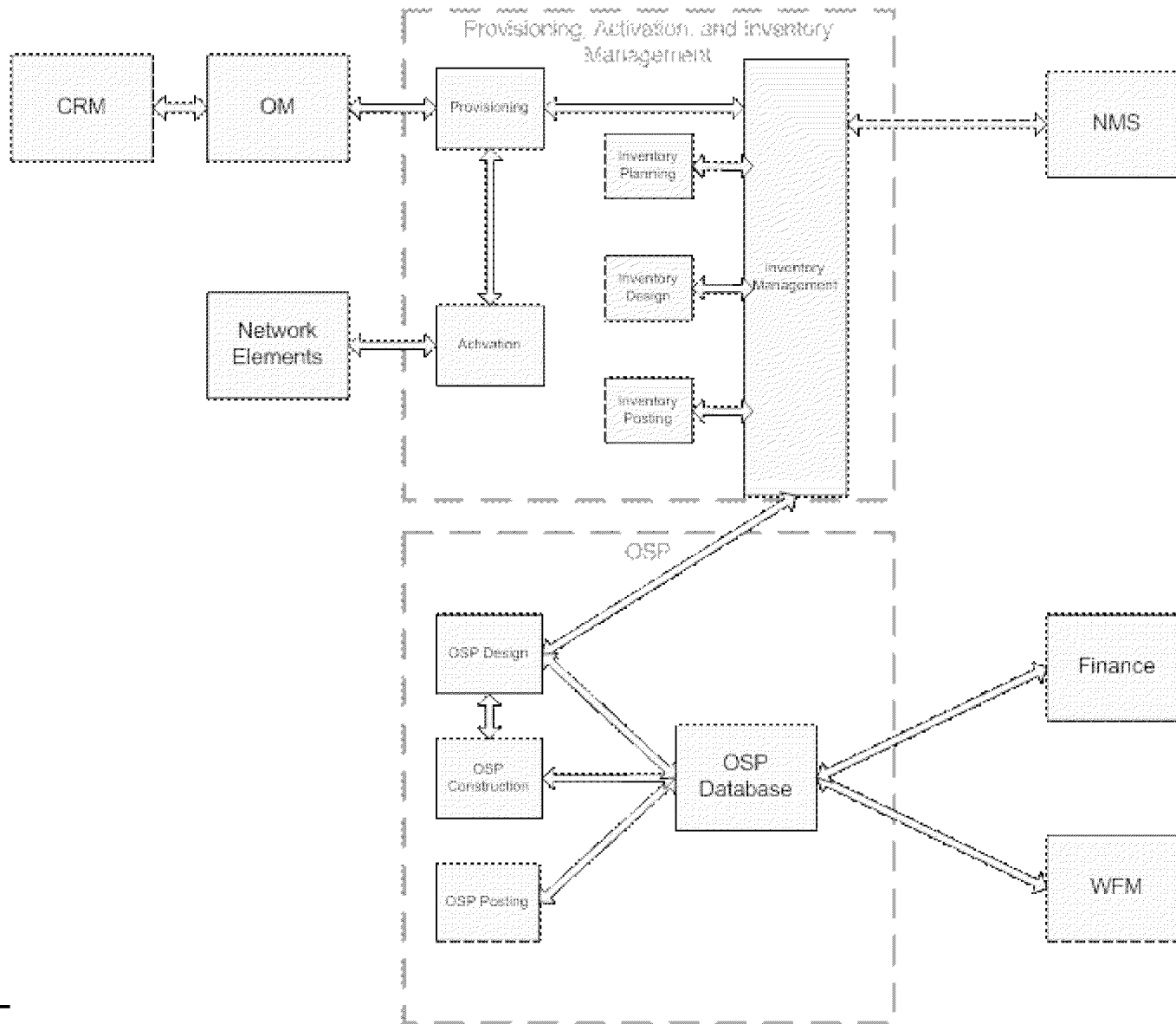


The E911 system provides emergency services to telephone customers.

MetaSolv OM will send E911

➤ Customer Information (Name, TN, Service Address, etc.)

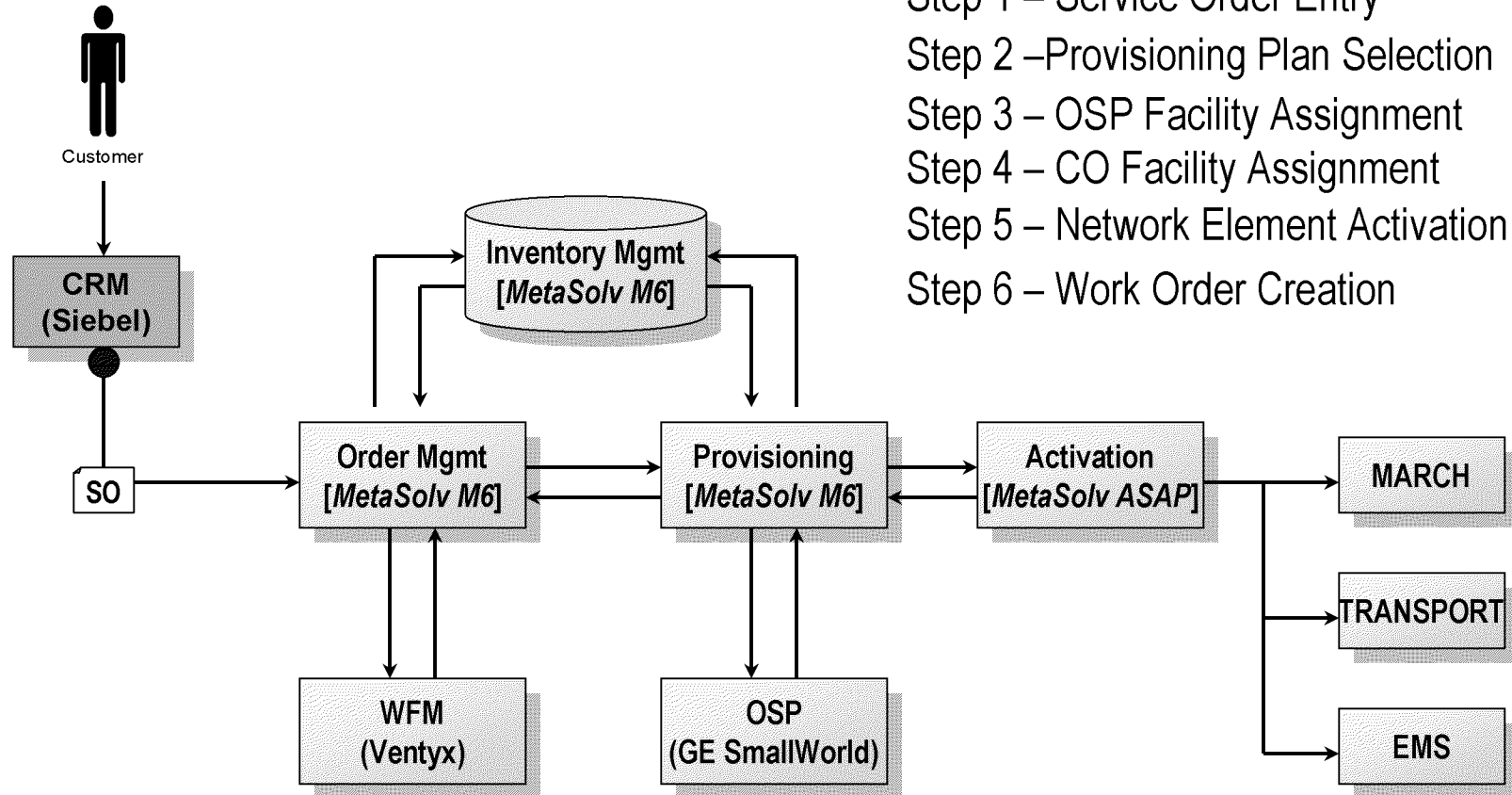
MetaSolv IM Context Diagram



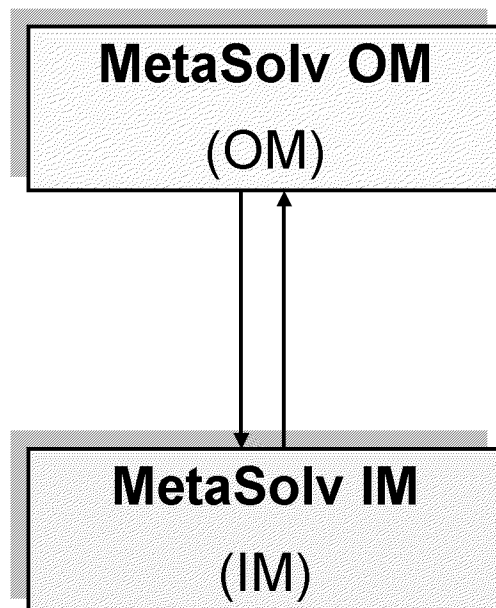
M6 IM & the Other Systems

Service Order Fulfillment Process:

- Step 1 – Service Order Entry
- Step 2 – Provisioning Plan Selection
- Step 3 – OSP Facility Assignment
- Step 4 – CO Facility Assignment
- Step 5 – Network Element Activation
- Step 6 – Work Order Creation



MetaSolv OM & Inventory Management (MetaSolv)



MetaSolv OM is the Order Management System. OM processes orders, pre-order requests, assigns provisioning plans.

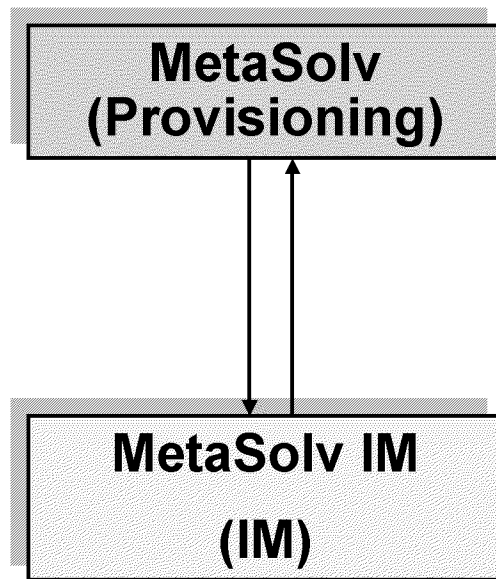
MetaSolv OM will send MetaSolv IM

➤ TN Reservation Request, Serviceability Request

MetaSolv IM will send MetaSolv OM

➤ Telephone Numbers, Serviceability response

MetaSolv (IM) to MetaSolv (Provisioning) Interfaces

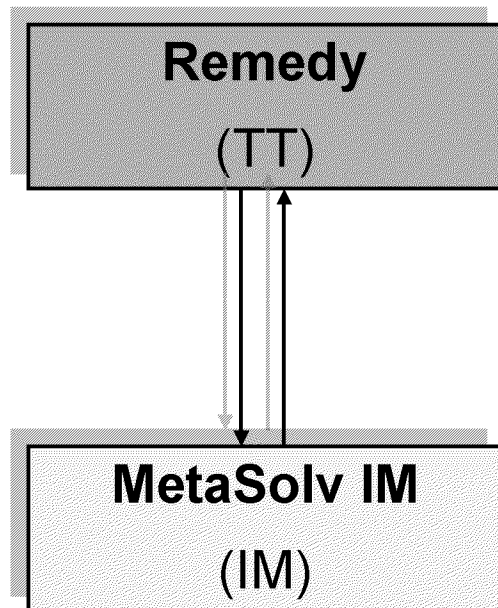


MetaSolv (Provisioning) is used for provisioning of the Central Office Equipment

MetaSolv (Provisioning) will send MetaSolv (IM)
➤ Order and product details

MetaSolv (IM) will send MetaSolv (Provisioning)
➤ Task completion confirmation

Remedy to MetaSolv (IM) Interfaces



MetaSolv IM is used to enrich Remedy Trouble Tickets.

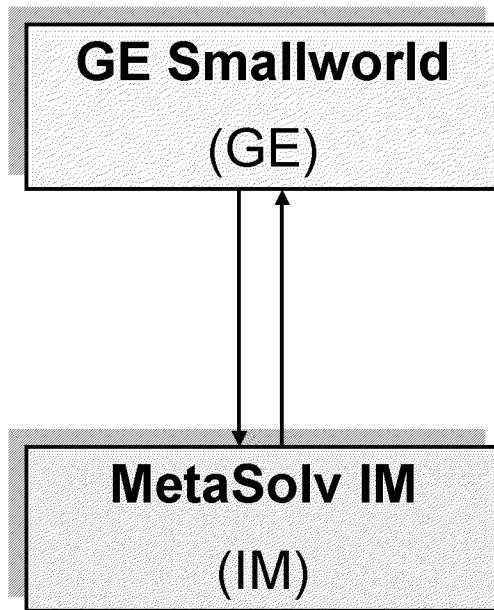
Remedy will send MetaSolv IM

- Request for Ticket Enrichment
 - CLR/DLR
 - Device Details
 - Circuit and Assignment Details

MetaSolv IM will send Remedy

- Enrichment Information Response
 - CLR/DLR
 - Device Details
 - Circuit and Assignment Details

GE Smallworld to MetaSolv(IM) interfaces



GE Smallworld is the Out Side Plant inventory system. MetaSolv IM sends GE Smallworld order information.

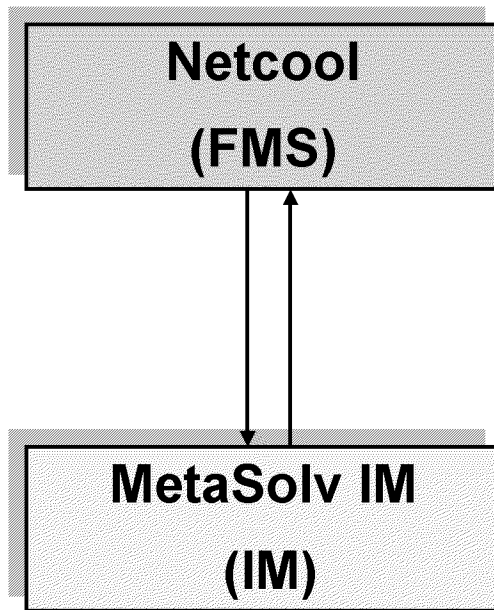
MetaSolv IM will send GE Smallworld

- End User Location ID
- Circuit ID

GE Smallworld will send MetaSolv IM

- OSP information (Cable pair, etc)

MetaSolv (IM) to MetaSolv (Provisioning) Interfaces

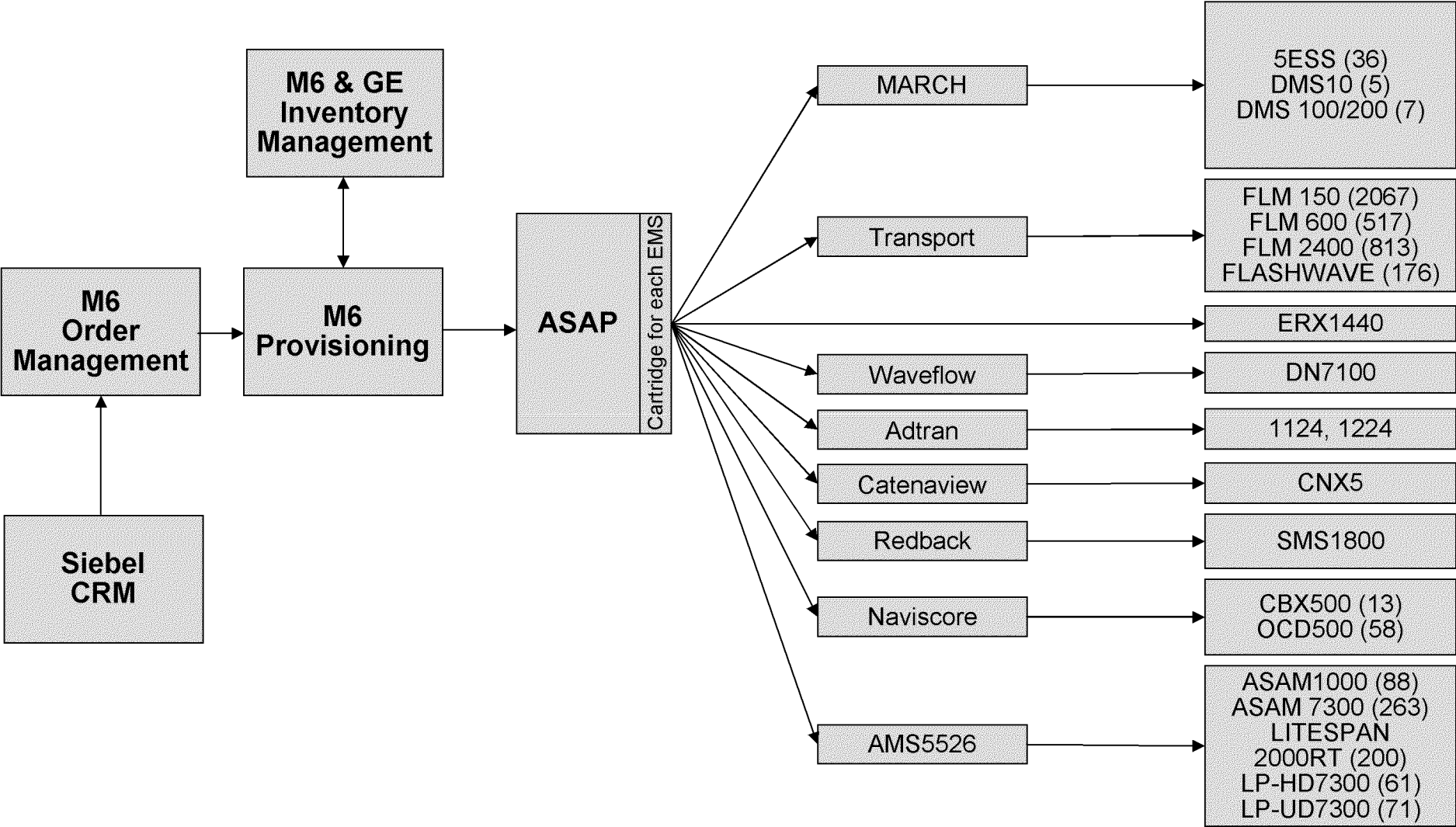


Netcool is the Fault Management System. MetaSolv IM is used to enrich Netcool.

Netcool will send MetaSolv (IM)
➤ Request for Inventory Details

MetaSolv (IM) will send Netcool
➤ Network Element Details

ASAP in Activation Context Diagram



**RESPONSE TO ODR 38
ACCESSIBLE LETTERS**

FairPoint Wholesale Customer Communication System Availability/Modification

Notice Number: <u>SAM-073109-01</u>	Notice Date: <u>07/31/2009</u>	Status: New Notification
Date Effective: <u>07/31/2009 & 08/01/2009</u>	Region: <u>ME, NH, VT</u>	Application Affected: Backend/ <u>VFO PreOrder</u>
Process Affected: <u>PreOrder Functionality</u>	System(s) Affected: <u>PreOrder via VFO (Wisor) GUI & ebonding due to backend system maintenance</u>	

Details:

We will be performing a backend system (Siebel) Deployment this Friday, July 31st, 2009 beginning at 6:45pm (EST) and completing Saturday, August 1st, 2009 at 8:00am (EST).

With this backend system being down, this will affect functionality of PreOrder via the VFO Web GUI/e-bonding.

This communication is provided by the FairPoint Wholesale Help Desk Communications Team, reachable at WHD@FairPoint.com or 877-648-3038.

To Change or Unsubscribe to this notification please follow this URL:
<http://alerts.fairpoint.com/OptOut.aspx> or select link: [Change or Unsubscribe](#)

FairPoint Wholesale Customer Communication System Availability/Modification

Notice Number: <u>SAM-080309-01</u>	Notice Date: <u>08/03/2009</u>	Status: New Notification
Date Effective: <u>08/03/2009</u>	Region: <u>ME, NH, VT</u>	Application Affected: <u>VFO ASR, LSR & TA Functionality</u>
Process Affected: <u>ASR, LSR & TA Functionality</u>	System(s) Affected: <u>ASR & LSR Ordering & TA in VFO (Synchronoss/Wisor) GUI, UOM & NDM</u>	

Details:

Synchronoss will be making internal network configuration changes on Load balancer and Firewall on Monday 08/03 @ 2 AM EDT. All the EP/VFO services in the PRODUCTION environment will not be accessible during this time. Outage will be approximately around 3 hours (functionality returning at approx. 5AM EDT).

The systems affected are ASR & LSR Ordering & TA via the VFO Web GUI, UOM (Unified Ordering Model) gateway and NDM (Network Data Mover).

If you require an update on an existing trouble ticket (TA) or need to open a new trouble ticket during these hours please call the Regional Operations Center at 866-972-8220.

This communication is provided by the FairPoint Wholesale Help Desk Communications Team, reachable at WHD@FairPoint.com or 877-648-3038.

To Change or Unsubscribe to this notification please follow this URL:
<http://alerts.fairpoint.com/OptOut.aspx> or select link: [Change or Unsubscribe](#)

**RESPONSE TO ODR 39
SYSTEMS DEFECT LIST**

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
SUMMARY

Daily System Defect Management - 8/13/2009	Total Defects Fixed Since Cutover	Total Open Defects		
		High Priority	Medium Priority	Low Priority
Pre-Order (Wholesale)				
Wisor (OO-WHSL)	345			
Ordering and Provisioning (OO-ESG) (OO-RET) (SA) (P&C)	253		2	
Maintenance and Repair				
Billing Wholesale				
Billing Retail (B&C)	474		1	
Other (CAMP) (Conv) (Product) (ERP) (SS)	240		3	

External Dependencies - 8/13/2009	Total Defects Since Cutover
FRP	247
VZ Extract	51
Vendor Patch	110
Data Issues	110

Daily System Defect Management - 8/12/2009	Total Defects Fixed Since Cutover	Total Open Defects		
		High Priority	Medium Priority	Low Priority
Pre-Order (Wholesale)				
Wisor (OO-WHSL)	345			
Ordering and Provisioning (OO-ESG) (OO-RET) (SA) (P&C)	252		3	
Maintenance and Repair				
Billing Wholesale				
Billing Retail (B&C)	473		1	
Other (CAMP) (Conv) (Product) (ERP) (SS)	240		3	

External Dependencies - 8/12/2009	Total Defects Since Cutover
FRP	237
VZ Extract	51
Vendor Patch	110
Data Issues	109

RESPONSE TO ODR 39
 SYSTEMS DEFECT LIST
 ACTIVE INCIDENTS

Defect ID	Detected on Date	Solution Team	Assigned Team	Status	Summary	Severity
7243	6/15/2009	OO-RET	DC 05	New	DC05 Receiving City Invalid Error When Including "&" in City Name	3-Moderate
8501	7/10/2009	B&C	DC4A - Kenan BP	Work in Progress	Residential Package components Correct in Kenan, but MRC is (Underbilling)	3-Moderate
9321	7/29/2009	SS	DC 02	Blocked	OTL: Not all corrections to Oracle Time and Labor are not coming thru to Oracle Projects	3-Moderate
9428	8/6/2009	SS	DC 03A	New	DC 03A - CCP - Remove responsibility code validation from TEO approval process.	3-Moderate
9486	8/6/2009	SS	DC 03	Open	SCM: System performance issues on cancelling a PO	3-Moderate
9498	8/10/2009	OO-RET	DC 16C	New	CR GESW CQ code associated to throw should be deleted	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FIXED INCIDENTS

Defect ID	Detected on Date	Solution Team	Assigned Team	Status	Summary	Severity
135	2/9/2009	B&C	DC 04	Closed	HCC Incorrect On FRP invoice	3-Moderate
138	2/9/2009	CONV	DC 10	Closed	Accounts not located in CBM under any of the legacy billing systems in drop down	3-Moderate
143	2/9/2009	B&C	DC 04	Closed	FRP invoice should be direct debit however showing Detach and pay verbage.	3-Moderate
148	2/9/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible Error message 'EXCEPTION THROWN GENERATING AND SAVING TASKS FOR ORDERKEY' should not be returned to the customer	3-Moderate
158	2/9/2009	OO-WHSL	DC 16C	Closed	Few of the PSU orders getting NACKs saying "circuit_id_not_found". They are all SPECIAL circuits.	3-Moderate
164	2/9/2009	OO-RET	SS 05- Infrastruct ure	Closed	DC 05- CSR's not able to view CBM. This is a DNS problem.	3-Moderate
165	2/9/2009	B&C	DC 10	Closed	MRC-Schedule A/B rates do not match PWB	3-Moderate
182	2/9/2009	B&C	DC 05	Closed	MRC-USOC XFPAA is not being migrated into Kenan and displayed on FRP invoice.	3-Moderate
186	2/9/2009	B&C	DC 04	Closed	MRC-USOC ONEA1 "Multiline US Link 1000" should be in the LD section	3-Moderate
188	2/9/2009	CONV	DC 10	Closed	Account that has previous balance in CMF_BALANCE has no services associated with migrated account	3-Moderate
191	2/9/2009	CONV	DC 10	Closed	CUTOVER 64 instances of this Account-level POE is converted under one Account and not under different accounts	3-Moderate
192	2/9/2009	CONV	DC 10	Closed	DC10 PORTN USOC - LNP FID converted with a space	3-Moderate
195	2/9/2009	OO-ESG	DC 12	Closed	BO Reports Refresh Throwing errors ...	3-Moderate
226	2/9/2009	B&C	DC 10	Closed	MRC-Account Disconnected however FRP still sending invoice (Future Dated Disconnects)	3-Moderate
228	2/9/2009	CONV	DC 10	Closed	BAAIS Information on DSLAM Ports not available in M6	3-Moderate
242	2/10/2009	OO-WHSL	DC 10	Closed	DC10 Invincible ReqType: MD CLLI is not categorized as an ACTL in M6	3-Moderate
247	2/10/2009	OO-ESG	DC 05	Closed	OO-ESG Kitty Hawk Out of 48 assets one asset got left out while doing a Disconnect in ISDN PRI	3-Moderate
252	2/10/2009	B&C	DC 04	Closed	MRC-No LEC Products Showing on a Suspended Account where VZ shows products as well as the Suspended Service Product.	3-Moderate
265	2/10/2009	OO-RET	DC 04	Closed	Unable to access CBM from eCommunications and eCustomer	3-Moderate
267	2/10/2009	OO-WHSL	DC 06	Closed	DC 06 WNBK Resold Disco plan being assigned to SD/D - No plan in Service Request screen	3-Moderate
274	2/10/2009	CONV	DC 10	Closed	Error while modifying/disconnecting the PI SI	3-Moderate
276	2/10/2009	PRODUCT	DC 05	Verified	DC05 Product Config SIS OM PMT Service Error while customizing	3-Moderate
280	2/10/2009	OO-RET	DC 12	Closed	For WaveFlow and NNetop while testing DC11 is receiving IP addresses for the NE ID field	3-Moderate
283	2/10/2009	PRODUCT	DC 10	Closed	BVS Hunting - TO_TN Data Changes	3-Moderate
289	2/10/2009	PRODUCT	DC 10	Closed	DC05 Product Config Unable to disconnect BVS	3-Moderate
292	2/10/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ASR - SUP M6 accepts a SUP 1 and reopens the System Task of the provisioning plan but then sends a Clarification to Wisor	3-Moderate
296	2/10/2009	OO-WHSL	DC 06	Closed	DC06 Production Migrate disconnect orders are completing the activate task before the new order is ready to activate.	3-Moderate
300	2/10/2009	B&C	DC4A - Kenan BP	Closed	USOC VASPO0098 has null bill thru date and appears in LEC section with "No Description" and with no rate.	3-Moderate
308	2/10/2009	CONV	DC 10	Closed	MTSINTRALEC - Product needs to be deleted	3-Moderate
319	2/11/2009	CONV	DC 10	Closed	Converted data is missing ZSED FID which is required for TOS2USOC assignment of NRC	3-Moderate
320	2/11/2009	CONV	DC 10	Closed	There is a Contact in Siebel whose first name is APT and Last name is 212	3-Moderate
322	2/11/2009	CONV	DC 05	Closed	DC 10 For all listings the initialwhite field has null values	3-Moderate
325	2/11/2009	SA	DC 16	Closed	Notes field is grayed out in Service Suite Dispatch Application for Customer Trouble Tickets (T1)	3-Moderate
331	2/11/2009	B&C	DC 10	Closed	MRC-Package Pricing Incorrect on FRP invoices.	3-Moderate
334	2/11/2009	CONV	DC 10	Closed	DC10 BVS 1FB-SUS was converted with USOC FID	2-High
341	2/11/2009	B&C	DC 04	Closed	MRC Not Adding up total of MRC + NRC (Amazming Screen shot with Excel attached)	3-Moderate
343	2/11/2009	SA	DC 13	Closed	DC13 Permissions error when Clearing a Trouble Ticket	3-Moderate
344	2/11/2009	OO-WHSL	DC 05	Closed	DC05 Invincible - CSI Inquiry Preorder The LSR Preorder CSI Inquiry is returning an error of 'Account Not Found' even though the Account exists in Siebel	3-Moderate
347	2/11/2009	OO-ESG	DC 06	Closed	DC06 Invincible Default Provisioning Plan Being Assigned for Disconnect Centrex Products	3-Moderate
348	2/11/2009	OO-WHSL	DC 05	Closed	DC05 Invincible - LSR Preorder CSI Inquiry RTY value on the CSI Inquiry response is being passed back as 1FR but is should be LML, LAL, LAM, etc.	3-Moderate
350	2/11/2009	OO-RET	DC 12	Closed	Orders are remaining in the error queue and are not being routed to a work queue	3-Moderate
355	2/11/2009	OO-RET	DC 12	Closed	Error Code routed to the wrong work queue	3-Moderate
363	2/11/2009	B&C	DC 04	Closed	Suspended Account In Kenan for State of Maine being charged 50.00 when should be a 50% of mrc charge.	3-Moderate
377	2/11/2009	CONV	DC 10	Closed	No Email Addresses populated in OM	3-Moderate
381	2/12/2009	CONV	DC 03A	Closed	Record Only TEO should not be interfaced to SCM. JIA query needs to be changed	3-Moderate
384	2/12/2009	CONV	DC 16C	Closed	DC16C Migration fallout Circuits not migrated	3-Moderate
388	2/12/2009	P&C	DC 16D	Closed	CAD2SVG convertor is not functioning at Prod.	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FIXED INCIDENTS

395	2/12/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible The tasks in the provisioning plan are all starting in ready state, and the gateway events trigger as soon as ready. Customers are being notified of PCN well in advance of DDD requested.	3-Moderate
401	2/12/2009	OO-WHSL	DC 06	Closed	DC 06 No error message being sent back for AAI field populated incorrectly	3-Moderate
403	2/12/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: SD WACD1 required when ACI form is populated	3-Moderate
404	2/12/2009	SA	DC 15	Closed	DC:15 Not all Previsor clears are being applied in Netcool	3-Moderate
405	2/12/2009	OO-RET	DC 10	Closed	RCRLA product is loaded with USOC FID	3-Moderate
411	2/12/2009	OO-WHSL	DC 06	Closed	DC06 Invincible MLT MLT error message needs to be cleaned up	3-Moderate
414	2/12/2009	B&C	DC 04	Closed	USOC SUS "Suspended Service" is not being displaying on FRP invoice.	3-Moderate
418	2/12/2009	B&C	DC 04	Closed	USAGE Internal Discount should be applied to the LD usage as well (MTSINTER). Acct: 6035429947580	3-Moderate
421	2/12/2009	B&C	DC 04	Closed	USAGE BIF USOC 00071828 FairPoint FlatRate Plus. The Min:Sec is showing 22:00 min even though total calls were 1.9. Acct: 6038935288322	3-Moderate
423	2/12/2009	CONV	DC 10	Closed	Accounts not Located in CBM	3-Moderate
427	2/12/2009	OO-WHSL	DC 06	Closed	SUP 2 orders failing Invincible	3-Moderate
430	2/12/2009	B&C	DC 04	Closed	MSL Plans MRC values spacing does not align correctly.	3-Moderate
432	2/12/2009	B&C	DC 04	Closed	USAGE BIF USOC LW1 Local - Service Low Use. 'Less Usage Credit' is giving incorrect (.02) discount . There should not be any discount. Acct: 802292396759	3-Moderate
437	2/12/2009	OO-WHSL	DC 10	Closed	DC 10 Invincible Listed TN's not migrated to M6 - various request types and publish types affected.	3-Moderate
439	2/12/2009	B&C	DC 04	Closed	USAGE Centrex Account has is missing all usage. Station line needs configuration change. Acct: 8022231348747	3-Moderate
450	2/12/2009	OO-RET	DC 10	Closed	Serviceability does not return the correct Rate Center and Wire Center	2-High
452	2/12/2009	OO-WHSL	DC 12	Closed	Nyquist frequency values not updated	3-Moderate
455	2/12/2009	OO-RET	DC 16C	Closed	DC16C Live updates to LMU does not work	3-Moderate
458	2/13/2009	OO-WHSL	DC 10	Closed	DC 10 Invincible BB/V - CLR/DLR design is not migrated to TN in M6	3-Moderate
462	2/13/2009	OO-WHSL	DC 10	Closed	ATN_EATN field are not populating for Request type : DB, EB and BAN is not populating AB in the Label and Value Info	3-Moderate
463	2/13/2009	SS	DC 03	Closed	Requisition Acknowledgement is not coming from SCM to CCP	3-Moderate
466	2/13/2009	CONV	DC 10	Closed	DC10 MSAG Address Orders getting rejected at e911 though the records are MSAG valid	3-Moderate
468	2/13/2009	B&C	DC 04	Closed	USAGE GENERIC - Usage Missing - Alibi in TAXI	3-Moderate
476	2/13/2009	B&C	DC 04	Closed	USAGE GENERIC Usage not calculating right	3-Moderate
483	2/13/2009	CONV	DC 10	Closed	DC10 Suspend Vacation Customers Status Incorrect	3-Moderate
484	2/13/2009	OO-WHSL	DC 10	Closed	DC10 FIDs have not been populated for the features on Wholesale Line Products	3-Moderate
489	2/13/2009	CONV	DC 10	Closed	New EUL creation failed - Network Area, TN inventory missing	3-Moderate
490	2/13/2009	B&C	DC 04	Closed	User cannot access Recurring payments, quick payments or payment amount in CBM	3-Moderate
494	2/13/2009	PRODUCT	DC 05	Closed	DC05 Unable to find/drill into Order #	3-Moderate
499	2/13/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ECCKT invalid error for circuits on ACI form, however, circuit on ASR form is valid	3-Moderate
502	2/13/2009	OO-WHSL	DC 05	Closed	DC 05 Invincible Class of Service being returned on CSI preorder is RVS instead of USOC Class of Service	3-Moderate
504	2/13/2009	OO-WHSL	DC 06	Closed	DC06 ADL indicator is always marked as 'N' on the OM Service Order for the first line being ordered	3-Moderate
505	2/13/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: SD COS is not returned when multiple circuits are ordered (ACI form)	3-Moderate
506	2/13/2009	B&C	DC 04	Closed	These monthly charges are fo ryour service from ..." language should be replaced.	3-Moderate
507	2/13/2009	B&C	DC 04	Closed	USAGE KDM/MIU Regional Usage being passed as LD Intrastate Usage.	3-Moderate
510	2/13/2009	OO-WHSL	DC 06	Closed	DC 16C Invincible Preorders failing at GESW	3-Moderate
512	2/13/2009	CONV	DC 10	Closed	Parent-Child Charge redirection in Kenan	3-Moderate
524	2/13/2009	OO-RET	DC 10	Closed	Siebel asset 1X16496063, DRS1X not in M6	3-Moderate
526	2/13/2009	B&C	DC 04	Closed	Dial up service should be moved to the internet section. The USOC: G5971-P.	3-Moderate
533	2/14/2009	OO-RET	DC 06	Closed	DC06 LIDT missing features required in March to make LIDT work	3-Moderate
534	2/14/2009	CONV	DC 10	Closed	DC10 INVINCIBLE Add orders are getting failed with message "Error in mapping USPS Address to MSAG Address"	3-Moderate
535	2/14/2009	CONV	DC 10	Closed	DC10 INVINCIBLE TN is associated to two different switches	3-Moderate
541	2/14/2009	OO-RET	DC 10	Closed	Missing cable pair (MDF) inventory in M6 causes ASN-EQ OSS-120028E Cable pair switching fallout	3-Moderate
544	2/14/2009	CONV	DC 16C	Closed	DC16C Binding post status incorrect for Active circuits	3-Moderate
547	2/14/2009	CAMP	DC 05	Closed	DC 05 Siebel Siebel accounts don't have any line_id or class_of_service	3-Moderate
552	2/14/2009	CONV	DC 16C	Closed	DC 16C GESW Insync not populating user_service_assignment_rec field in user_service_segment	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FIXED INCIDENTS

556	2/14/2009	B&C	DC 04	Closed	USAGE BIF MULTI TN DA Calls need to be displayed per sevice line	3-Moderate
561	2/14/2009	OO-RET	DC 06	Closed	RCF was assigned a default provisioning plan	3-Moderate
569	2/14/2009	OO-RET	DC 05	Closed	The operation cannot be completed when customizing (19476)	2-High
570	2/14/2009	OO-RET	DC 10	Closed	FRP Dryloop customers being migrated as Non-Affiliate (18673)	3-Moderate
572	2/14/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: SD ASR code needs to accomodate PIU=000	3-Moderate
574	2/14/2009	B&C	DC 04	Closed	USAGE Usage Fall out in CDR_DATA_WORK in Kenan BP	3-Moderate
577	2/14/2009	OO-ESG	DC 12A	Closed	'Top 10 - DC10 Missing Circuit Location information in Siebel and M6	3-Moderate
588	2/14/2009	B&C	DC 04	Closed	Federal Access charged to an account with only one line.	3-Moderate
596	2/14/2009	CONV	DC 10	Closed	Remove Disconnected, Write-Off accounts associated to eCustomer contacts	3-Moderate
613	2/15/2009	CAMP	DC 10	Closed	DC 05 Siebel WHSL Assets Circuit Identifier, Wirecenter& COS need to be loaded S_ASSET_XM table	3-Moderate
622	2/15/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Issues for Hot Cuts: DISCONNECT order timing is not occurring properly. manual task for RCCC required to coordinate the cut.	3-Moderate
624	2/15/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: ED ED/D order failing when dropped into JPD. Possibly due to null NC/NCI..?	3-Moderate
630	2/15/2009	B&C	DC 04	Closed	USAGE BIF USOC OVP and OFL Business Extra is displaying the rate per second instead of rate per minute. Acct: 8023828880185	3-Moderate
632	2/15/2009	B&C	DC 04	Closed	USAGE BIF USOC Boiler Plate Updates. Please Change \$26.05 s/b \$26.25. Acct: 8026941461695	3-Moderate
644	2/16/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM All the Restore (B), Suspend (Y) ,(S) and change (C) order don't have any entry in User Data Category -Order Action in M6 due to this the production order creation getting failed.	3-Moderate
647	2/16/2009	OO-WHSL	DC 06	Closed	DC06 CB V Centrex line PORT OUT scenario fails with exception in OM in assigning Prov plan	3-Moderate
655	2/16/2009	B&C	DC 04	Closed	Packages for BIZPAK are not configured correctly.	3-Moderate
657	2/16/2009	CONV	DC 10	Closed	DC10 USOC FID Converted, not defined in PWB/Siebel	3-Moderate
663	2/12/2009	PRODUCT	DC 13	Closed	DC13 REACT Minor issue with REACT SNM13756 DCS rulefunctionality	3-Moderate
665	2/16/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: MD ASG required on MEC form.	3-Moderate
667	2/15/2009	B&C	DC 04	Closed	USAGE USOC Trunk Lines THV and TZB Local Usages Rates are rated incorrectly for #6034723772645	3-Moderate
682	2/16/2009	OO-WHSL	DC 06	Closed	DC10 Invincible ReqType: SD Java.sql.SQLException produced for ASAP.FK_ASR_ACTL	3-Moderate
683	2/16/2009	OO-WHSL	DC 07	Closed	DC06 Invincible For LSR Orders OM is returning an error code of 'OM-1001E' for multiple error messages	3-Moderate
684	2/16/2009	SA	DC 16	Closed	DC 16 2 Sub Areas mapped to wrong Areas	3-Moderate
685	2/16/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: SD Error produced for CBD field reagarding preceding 'space'	3-Moderate
692	2/16/2009	CONV	DC 05	Closed	DC10 RSCP was not converted in Siebel/M6	3-Moderate
699	2/16/2009	B&C	DC 10	Closed	VOL discount 2.00 being shown incorrectly.	3-Moderate
701	2/16/2009	B&C	DC 04	Closed	Account Missing HSI 12month \$2.00 Discount	3-Moderate
702	2/16/2009	CONV	DC 10	Closed	VOL NRC components showing in LEC section, causing adverse bill display impacts	3-Moderate
703	2/16/2009	B&C	DC 04	Closed	USOC G8460 is not being migrated or displayed on invoice.	3-Moderate
708	2/16/2009	B&C	DC 10	Closed	USOC Y2471 not being shown on FRP invoice.	3-Moderate
710	2/15/2009	B&C	DC 04	Closed	USAGE Directory Assistance has a 3 Call Allowance. Acct: 8022233476630, 6035694429351	3-Moderate
711	2/16/2009	B&C	DC 04	Closed	USOC RTCUS should be 5.00 dollars but appearing for 4.72 on FRP invoice.	3-Moderate
714	2/17/2009	OO-ESG	DC 10	Closed	OOESG Kitty Hawk No Network system & M6 Order association , No A NAME[END] and Z NAME [END].Getting popup errors in Virual circuits	3-Moderate
715	2/17/2009	OO-WHSL	DC 10	Closed	DC10 Customer account 1901356 has orders with no service items found for this order CBV fails due to this in production	3-Moderate
730	2/17/2009	OO-ESG	DC 10	Closed	DC10 Large Business Centrex Accounts Unable to Modify and Disconnect (Remedy Ticket 20193)	3-Moderate
733	2/17/2009	B&C	DC 04	Closed	USAGE BIF USOC MTSINTRALEC NH Boiler Plate Clarification. Acct: 6034745994715	3-Moderate
737	2/17/2009	B&C	DC 04	Closed	Internet Products not showing product bill dates.	3-Moderate
738	2/13/2009	SA	DC 13	Closed	DC13 - Field length sync up between XSD', staging forms and main forms in Remedy/OS3	3-Moderate
739	2/17/2009	CONV	DC 05	Closed	DC 10 DC05 DL Unique ID 578353154 was not present in the Initial Load file sent to VoltDelta.	3-Moderate
753	2/17/2009	PRODUCT	DC 05	Closed	DC05 DL Interface 2369 file being generated doesn't have the same name as the one that fairpoint expects.	3-Moderate
763	2/17/2009	B&C	DC 04	Closed	USAGE BIF USOC MTSINTRALEC NH. There is a blank space in call 1 Acct: 6034745994715	3-Moderate
765	2/17/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Provisioning Plan Queue assignments for Trunk Provisioning Plans	3-Moderate
767	2/17/2009	OO-RET	DC 05	Closed	DC 10 The production load file contains 294 listings without a bookcode	3-Moderate
768	2/17/2009	OO-RET	DC 12	Closed	DC 12- FFTP- Fios Voice circuits cannot be provisioned.	3-Moderate
784	2/17/2009	OO-WHSL	DC 06	Closed	DC12 Invincible Hot cut orders are sending Disconnect/New Loop messages to GESW incorrectly	3-Moderate
786	2/17/2009	OO-ESG	DC 14	Closed	DC10 Invincible Hunting Data Converted Incorrectly	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FIXED INCIDENTS

788	2/17/2009	OO-RET	DC 10	Closed	DC 10- FFTP- OM is not updating the SVC CTG for FFTP products. This is failing the orders in GE and WFM.	3-Moderate
792	2/17/2009	OO-WHSL	DC 06	Closed	DC06 PCN task completes but no message is sent to Wisor	3-Moderate
793	2/17/2009	OO-WHSL	DC 06	Closed	DC06 BCN task remains in Progress in System queue and no message is sent to Wisor	3-Moderate
796	2/17/2009	B&C	DC 04	Closed	MSL not appearing on FRP invoice when bill thru is less that statement date	3-Moderate
815	2/18/2009	B&C	DC 04	Closed	Proration incorrect on Account	3-Moderate
820	2/18/2009	B&C	DC 04	Closed	Toll Free Usage Guiding Issue	3-Moderate
825	2/18/2009	B&C	DC 04	Closed	USAGE MTSINTRALEC NH Configuration is incorrect for holidays. Acct: 6038784921144	3-Moderate
827	2/18/2009	CONV	DC 10	Closed	Internet Products which are being disconnected are not giving customer a credit due to billing them in the future.	3-Moderate
830	2/18/2009	B&C	DC 04	Closed	Valuepack Package is rated incorrectly (NLRSA-P)	3-Moderate
845	2/18/2009	OO-RET	DC 05	Closed	DC05 DL CSR must not be allowed to do any activity on multiple main listings under same service order number	3-Moderate
846	2/18/2009	B&C	DC 04	Closed	Usoc PG08L is showing at wrong rate.	3-Moderate
848	2/18/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: ASR Order will not create in M6	3-Moderate
851	2/18/2009	B&C	DC 04	Closed	MSL for partial months new orders or disconnects should be zero rated.	3-Moderate
852	2/18/2009	B&C	DC 04	Closed	MSL not showing on the invoice	3-Moderate
855	2/18/2009	B&C	DC 24	Closed	BIF C336 ICB Main General Health is rating incorrectly. Maine General Health Acct: 2076299009879	3-Moderate
856	2/18/2009	B&C	DC 04	Closed	Nickel LD showing as three lines in the Long Distance Section	3-Moderate
860	2/18/2009	B&C	DC 04	Closed	USOC: 00088035 missing	3-Moderate
867	2/18/2009	CONV	DC 10	Closed	Previous cutoff date issue - one month ahead/behind	3-Moderate
869	2/19/2009	OO-WHSL	DC 06	Closed	DC 06 JB C order creation with styc=CI fails with exception" Unable to delete or disconnect the value, the activity code is invalid"	3-Moderate
875	2/19/2009	CONV	DC 10	Closed	DC10 Conversion Data & voice on separate svc accounts please combine	3-Moderate
879	2/19/2009	OO-WHSL	DC 10	Closed	DC10 M6-Invincible Multiple Customer accounts created in M6 for the same customer.	3-Moderate
881	2/19/2009	OO-WHSL	DC 06	Closed	DC 06 for CB/V which TN has already been ported out, the error message is not sent back to Wisor	3-Moderate
883	2/19/2009	B&C	DC 04	Closed	"LCU CONV CRED NRC " is currently appearing in LEC section of the bill this is a naming issue	3-Moderate
884	2/19/2009	B&C	DC 04	Closed	USAGE 00071828 FairPoint FlatRate Plus Toll Free Call Detail total not rolling up into LD summary section. Acct: 2077822800774	3-Moderate
886	2/19/2009	B&C	DC 04	Closed	USAGE OBH1X IntraState NH is rating incorrectly. Acct: 6037882781260	3-Moderate
888	2/19/2009	OO-WHSL	DC 10	Closed	DC 10 Invincible Customer account to TN relation has not been established for some of the customers in the tel_num_inv table	3-Moderate
895	2/19/2009	B&C	DC 04	Closed	USAGE-Toll Free Numbers not displaying correctly toll free numbers should mimic display of Long Distance Section.	3-Moderate
902	2/19/2009	B&C	DC 04	Closed	USOC: MJB and SUO needs to be suppressed on the child accounts.	3-Moderate
918	2/19/2009	B&C	DC 10	Closed	Currently we are displaying a September 30th charges on a January invoice.	3-Moderate
920	2/19/2009	B&C	DC 04	Closed	USOC ONEA6 should be displayed as MSL.	3-Moderate
951	2/20/2009	P&C	DC 12	Closed	Change the defaults for the time facilities can be reserved in M6	3-Moderate
958	2/20/2009	OO-WHSL	DC 08	Closed	DC06 Invincible - LSR Preorder CSI response returned from Siebel on 132.1 isn't returned to Wisor by OM	3-Moderate
960	2/20/2009	OO-ESG	DC 10	Closed	DC10 TNs that are reserved for the State of Maine are showing as Unassigned in M6	3-Moderate
961	2/20/2009	B&C	DC 24	Closed	Currently we are missing 3 FAC at a \$1.40 each (Part 1 of 4)	3-Moderate
975	2/20/2009	OO-WHSL	DC 10	Closed	DC10 Primary Attribute Value not populated with TNs for Resale assets in Siebel	3-Moderate
976	2/20/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ACI Form COS is not returned when multiple circuits are ordered (ACI form)	3-Moderate
984	2/20/2009	CONV	DC 10	Closed	Remove VZ Large Business Users Login in Siebel	3-Moderate
985	2/20/2009	B&C	DC 10	Closed	High Cost Credit should not appear in account summary section as miscellaneous adjustment	3-Moderate
988	2/21/2009	OO-WHSL	DC 06	Closed	DC06 AB/C orders are not creating without NC/NCI values populated in the request	3-Moderate
989	2/21/2009	OO-WHSL	DC 06	Closed	DC06 Invincible LSR Order Dint created in M6 with error "java.lang.Exception: Exception occurred while executing Rules.java.lang.NullPointerException" Error Response Not sent back to WISOR.	3-Moderate
990	2/21/2009	OO-WHSL	DC 06	Closed	DC08 Invincible LSR Order Creation failed with the error: Unable to find 0 in product catalog.	3-Moderate
994	2/21/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: SD ASR order produced java.Lang.NullPointerException	3-Moderate
999	2/21/2009	SA	DC 10	Verified	Addresses in Siebel do not match the corresponding address in M6 for several circuits. M6 has the right address	3-Moderate
1000	2/21/2009	OO-WHSL	DC 08	Closed	DC05 Invincible - LSR Preorder Siebel not returning the EULID to OM on the 132.1 interface for Retail Customers with no Billing Account	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FIXED INCIDENTS

1004	2/21/2009	OO-WHSL	DC 08	Closed	DC06 Invincible - LSR Preorder The CSI Inquiry response should return the LML account before the LAL account	3-Moderate
1007	2/21/2009	B&C	DC 04	Closed	All surcharges should be half rated for Vacation Suspended Customers	3-Moderate
1016	2/21/2009	B&C	DC 04	Closed	USAGE OFRXX Call Detail Header	3-Moderate
1020	2/21/2009	B&C	DC 04	Closed	COCOTS FUSF should be .87...it should be rated as a muliline	3-Moderate
1021	2/21/2009	B&C	DC 04	Closed	New Accounts should not have New Provider Message	3-Moderate
1022	2/21/2009	B&C	DC 04	Closed	Boiler Plate missing from *69 section.	3-Moderate
1023	2/21/2009	B&C	DC 04	Closed	USAGE Global Discount - Total Amt (Sum of Peak + Off Peak) incorrect in Local Section	3-Moderate
1031	2/21/2009	B&C	DC 04	Closed	USAGE RW3 BIF Boiler Plate Update Acct: 8024421637158	3-Moderate
1036	2/21/2009	B&C	DC 04	Closed	USAGE RCFVS BIF New Boiler Plate required for USOC RCFVS	3-Moderate
1039	2/21/2009	B&C	DC 04	Closed	USOCs PGO8M and PGO8N are not showing correctly looks like proration but do no show dates.	3-Moderate
1050	2/22/2009	B&C	DC 04	Closed	USAGE USOC B2K boiler plate displayed only for 2/3 service lines acct: 8025249233432	3-Moderate
1054	2/22/2009	B&C	DC 10	Closed	For Split VOL and LEC accounts need to apply internet discounts to correct accounts	3-Moderate
1065	2/22/2009	B&C	DC 04	Closed	USAGE - M09 - Calculation of rating are not correct for below accounts	3-Moderate
1069	2/22/2009	B&C	DC 04	Closed	Packages should only have one date line when it is prorated.	3-Moderate
1075	2/22/2009	OO-WHSL	DC 06	Closed	DC06 Provisioning plan change to move the APPTS before the PCN task	3-Moderate
1083	2/22/2009	OO-WHSL	DC 10	Closed	DC10 TN requested for Suspend is not present in M6	3-Moderate
1084	2/22/2009	OO-WHSL	DC 06	Closed	DC06 M6 does not support ACT B with LNA of Y for Restore orders [REQTYPE EB]	3-Moderate
1086	2/22/2009	B&C	DC 04	Closed	USOC 1EJ-sus is not being displayed on FRP invoice.	3-Moderate
1097	2/22/2009	B&C	DC 10	Closed	Missing Games on Demand not on trasaction sheet Acct NO 6037883175214	3-Moderate
1109	2/23/2009	OO-RET	DC 12	Closed	Remedy Ticket 20858 - Wrong features are getting disconnectd	3-Moderate
1111	2/23/2009	B&C	DC 04	Closed	FRP Views are NOT displaying properly because of the mismatch of version set between Command Center application and physical path of the view.	3-Moderate
1114	2/23/2009	B&C	DC 24	Closed	Package Boiler Plates incorrect.	3-Moderate
1120	2/23/2009	B&C	DC 04	Closed	USOC ONEAC should not be at the line level.	3-Moderate
1133	2/23/2009	OO-RET	DC 10	Closed	DC10 Rate center incorrect for specific EULs	3-Moderate
1134	2/23/2009	OO-WHSL	DC 11	Closed	Failure Msg: COMMON_ERROR_CODE:{ASP-20021E};COMMON_ERROR_DESC:Invalid Parameter/Property:INVALID_KEY: parent:EQL_NOT_FOUND: EquipmentList(TELLABS/5500/09.01/P1MD//) was not found in database	3-Moderate
1141	2/23/2009	PRODUCT	DC 06	Closed	DC05 DL 20.10 batch interface execution causing "no data found" error	3-Moderate
1150	2/23/2009	OO-RET	DC 05	Closed	Siebel Order Statuses not updating properly	3-Moderate
1154	2/23/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ASR messages (CONF) is returning the wrong value in the AP_REP_TEL field	3-Moderate
1164	2/23/2009	OO-WHSL	DC 06	Closed	OM is sending back the clarification: CKR is required	3-Moderate
1168	2/23/2009	CONV	DC 10	Closed	CDG UNEL Load - 145 Circuit Fallout	3-Moderate
1172	2/23/2009	B&C	DC 10	Closed	Legacy should not have suspended internet pricing. USOC RFIS-SUS	3-Moderate
1175	2/23/2009	OO-WHSL	DC 06	Closed	DC06 BB\ Multi Line orders are failing with the error "Service Type Category Not found"	3-Moderate
1177	2/23/2009	B&C	DC 04	Closed	FUSF-LD and VTUSF missing on inter usage and all usage respectively	3-Moderate
1185	2/23/2009	B&C	DC 04	Closed	Credit/Debit NRCs for Parent/Child Proc	3-Moderate
1197	2/23/2009	PRODUCT	DC 10	Closed	DC05 Product Config I Centrex modify is requiring a class of service, can't select	3-Moderate
1210	2/22/2009	B&C	DC 04	Closed	USAGE for Granite State Service Plan not configured correctly	3-Moderate
1211	2/23/2009	B&C	DC 04	Closed	US Link should be an account level MRC however displayin at line level.	3-Moderate
1212	2/23/2009	B&C	DC 04	Closed	LD Account Level Section does not have a subtotal line item.	3-Moderate
1213	2/23/2009	B&C	DC 04	Closed	M30 BIP Fallout Fixes	3-Moderate
1216	2/23/2009	B&C	DC 10	Closed	HSI Returned CPE Credit NRC should be a credit amount not a charge.	3-Moderate
1221	2/24/2009	OO-WHSL	DC 06	Closed	DC06 JB C Order creation fails with error " Missing IN or OUT parameter at index:: 1"	3-Moderate
1224	2/24/2009	CONV	DC 05	Closed	412 addresses are there where M6 valid flag is Y and USPS valid flag is N	3-Moderate
1225	2/24/2009	SA	DC 13	Closed	Last Acknowledgement field is getting modified eventhough TT is not acknowledged	3-Moderate
1239	2/24/2009	B&C	DC 04	Closed	Adjustment Type is not prepopulated	3-Moderate
1242	2/24/2009	CONV	DC 05	Closed	DC06 INVINCIBLE Orders are getting rejected with message "<![CDATA[Exception in mapping the upstream order to a system product catalog]]>"	3-Moderate
1245	2/24/2009	B&C	DC 04	Closed	USAGE LD Usage Details should not be suppressed on customer accounts	3-Moderate
1249	2/24/2009	CONV	DC 10	Closed	Telephone Number Not In Service	3-Moderate
1250	2/24/2009	B&C	DC 10	Closed	The conversion mapping inadvertently mapped some customers to EDI and EDI Paper.	3-Moderate
1251	2/24/2009	OO-WHSL	DC 12A	Closed	DC 10 Hunting products migrated without TN's associated to hunt groups - RELATED TO 730	3-Moderate
1260	2/24/2009	B&C	DC 04	Closed	Blank Page appearing on Page 4 of FRP invoice	3-Moderate
1262	2/24/2009	B&C	DC 04	Closed	Voice Discount displayed for 17.93 on FRP invoice however VZ shows 22.00 LEC retain discount.	3-Moderate
1266	2/24/2009	B&C	DC 10	Closed	CR499 - USOC LDZ96 not being converted into Kenan.	3-Moderate

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SYSTEMS DEFECT LIST
FIXED INCIDENTS

1268	2/24/2009	B&C	DC 04	Closed	FRP invoice shows double point discount for 2.97 while vz and data shows 17.99.	3-Moderate
1275	2/24/2009	OO-WHSL	DC 10	Closed	DC10 Invincible Loop not qualified message is returned for an address that should be qualified	3-Moderate
1278	2/24/2009	B&C	DC 24	Closed	Valista Product not being billed in Future	3-Moderate
1282	2/24/2009	B&C	DC 04	Closed	USOC: 05V2X-MSL - Single Rate Plan is being zero rated by Verizon when FRP will show a 3.50 MSL Single Rate Plan is being zero rated by Verizon when FRP will show a 3.50 MSL	3-Moderate
1287	2/24/2009	B&C	DC 10	Closed	International Addresses have duplicate lines.	3-Moderate
1304	2/24/2009	B&C	DC 10	Closed	ATM products over billing on FRP invoice.	3-Moderate
1307	2/24/2009	B&C	DC 10	Closed	CR499 - USOC: DHL2X not displaying on the invoice	3-Moderate
1313	2/24/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible For DB/C with LNA=C and FA=D, entire line is disconnecting	3-Moderate
1314	2/24/2009	B&C	DC 04	Closed	USOC RX3 should be rated 0 when A9D and A9D3X appear on the same line.	3-Moderate
1318	2/24/2009	B&C	DC4A - Kenan BP	Closed	Suspended Account showing usage...VZ shows account Unsuspended on 12/31	3-Moderate
1328	2/24/2009	B&C	DC 04	Closed	USOC PGOKX-P is not configured correctly FRP shows 6.91 but price should be 9.00	3-Moderate
1330	2/24/2009	B&C	DC4A - Kenan BP	Closed	Change All bill dispatch methods set to email set to paper.	3-Moderate
1331	2/24/2009	CONV	DC 10	Closed	Adjustment converted but is not showing on the bill	3-Moderate
1340	2/24/2009	OO-WHSL	DC 06	Closed	DC06 Order Creation fails with Rules error when the PS Form is not populated	3-Moderate
1342	2/24/2009	B&C	DC 04	Closed	USOC PG03A Package has duplicate components descriptions.	3-Moderate
1343	2/24/2009	B&C	DC 10	Closed	CR499 - USOC: G5926 is missing on the account, this a 10% discount.	3-Moderate
1348	2/25/2009	B&C	DC 04	Closed	CBSS invoice shows charges tax charges in LEC section which do not add up.	3-Moderate
1349	2/25/2009	B&C	DC 04	Closed	Product Inactive date is earlier than Bill Thru Date	3-Moderate
1352	2/25/2009	B&C	DC 04	Closed	USOC 11LBJ is being dropped by Conversion and not displayed on FRP invoice.	3-Moderate
1353	2/25/2009	SA	DC 13	Closed	'Closed Date Time' and 'Cleared Date Time' is not populated for auto dispatch TTs	3-Moderate
1354	2/25/2009	B&C	DC 04	Closed	Triple Point Discount not appearing correctly.	3-Moderate
1359	2/25/2009	CONV	DC 10	Closed	DC 10 USAGE USOC "FirmRate Advantage" is available in Verizon but not available in Kenan	3-Moderate
1365	2/25/2009	OO-WHSL	DC 06	Closed	Receiving Jeopardies for "customer not ready" in error	3-Moderate
1375	2/25/2009	B&C	DC 10	Closed	FRP invoice shows two non-recurring charges labeled "VAS-City tax"	3-Moderate
1382	2/25/2009	B&C	DC 10	Closed	VOL Child Accounts are associated to Resellers but we are sending invoices as if they are regular children	3-Moderate
1393	2/25/2009	B&C	DC 04	Closed	USOC TMC showing incorrect rate of 49.97 should be 27.02.	3-Moderate
1394	2/25/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Port Orders- not getting both orders generated - MIGRTORD task is not completing, hence new order is not generated.	3-Moderate
1398	2/25/2009	OO-RET	DC 16C	Closed	DC16C LQS view shows speed when address shows not qualified	3-Moderate
1405	2/25/2009	P&C	DC 16B	Closed	Logica-OTL Timesheet Validations	3-Moderate
1413	2/25/2009	OO-RET	DC 11	Closed	Catena View Orders failing due to mismatch in port values	3-Moderate
1415	2/25/2009	B&C	DC 10	Closed	LD: FirmRate calling Plan w/ MSL 19.00 missing on the account	3-Moderate
1417	2/25/2009	B&C	DC 10	Closed	USOC MAJ1P is not being converted into Kenan and not displayed on FRP invoice.	3-Moderate
1424	2/25/2009	B&C	DC 10	Closed	USOC 11LAP not being converted into kenan tables.	3-Moderate
1426	2/25/2009	CONV	DC 10	Closed	STS VT numbering not appearing correct in the CLR/DLR for most TIRKS circuits	3-Moderate
1427	2/25/2009	B&C	DC 10	Closed	Customer has bill dated 1/27 but there's no bill in Kenan/CBM - BA#: 8022290134520	3-Moderate
1428	2/25/2009	B&C	DC 04	Closed	USOC PGOKM not displaying component for "Unlimited regional toll calling"	3-Moderate
1429	2/25/2009	CONV	DC 10	Closed	DC10 Internet Service is missing from customer's account but the customer is getting billed for it	3-Moderate
1430	2/25/2009	B&C	DC 10	Closed	CR499 - missing two usoc AVW @12.22 on the invoice. They are coming through in the cris exact but not being seen on the invoice.	3-Moderate
1433	2/15/2009	B&C	DC 04	Closed	USAGE USOC ONEAJ Best Times plan is rating incorrectly. AccT: 6033539061365	3-Moderate
1464	2/25/2009	CONV	DC 10	Closed	DC10 MSAG Address Conversion Validation Failure	3-Moderate
1468	2/25/2009	OO-WHSL	DC 06	Closed	DC06 Invincible LCC Values for DB and EB orders	3-Moderate
1474	2/25/2009	OO-ESG	DC 06	Closed	DC06 Product Missing RTI, TGP, LSO, and FSO from the ISDN-PRI B&D Channel Products	3-Moderate
1475	2/25/2009	SA	DC 10	Closed	INC00000022035 - inconsistencies with Siebel and M6 Account names and ckt ids CID CID 83/HCGS/331814/NE	3-Moderate
1477	2/25/2009	B&C	DC 04	Closed	USAGE - DC04 Customer has two local calls being billed as regional toll calls	3-Moderate
1485	2/25/2009	B&C	DC 04	Closed	CR499 - suspend accounts missing lec products.	3-Moderate
1486	2/25/2009	B&C	DC 04	Closed	USOC ONEA1 should be in LD section however in LEC NRC section.	3-Moderate
1487	2/25/2009	B&C	DC 10	Closed	CR499 - USOC SU6AQ not being converted into Kenan and not displayed on FRP invoice.	3-Moderate
1488	2/25/2009	B&C	DC 04	Closed	USOC ALX-P appears in Kenan table 3 times but only displayed on invoice once.	3-Moderate
1489	2/25/2009	B&C	DC 04	Closed	USOC D42CT-P is named two different names on the same account.	3-Moderate
1491	2/25/2009	B&C	DC 04	Closed	SUS USOC does not apply discount on surcharges	3-Moderate
1502	2/26/2009	OO-ESG	DC 12A	Closed	Blocks of DID, and TN's which are in service migrated over as available	3-Moderate
1504	2/26/2009	B&C	DC 10	Closed	Constraint on Product Charge map is disabled because there are products with an inactive dt < product's active dt	3-Moderate

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FIXED INCIDENTS

1512	2/26/2009	CONV	DC4C - CBM	Closed	DC10 Missing invoices in CBM archive	3-Moderate
1518	2/26/2009	B&C	DC 04	Closed	CR499 - USOC PGO8J Expansion Pak displayed for 10.75 but should be 30.00.	3-Moderate
1521	2/26/2009	B&C	DC 04	Closed	USOC PGO4R rate should be 35.00 but displaying 37.14 on FRP invoice.	3-Moderate
1523	2/26/2009	B&C	DC 04	Closed	USOC 00076031 "Flex Distance 24" not appearing on Invoice	3-Moderate
1529	2/26/2009	OO-WHSL	DC 06	Closed	PLN report - has blank fields due to missing code logic, or invalid field mapping	3-Moderate
1530	2/26/2009	B&C	DC 04	Closed	USOC PGO3A "FairPoint Reach Plan Deluxe" should be 44.95 displaying at 72.70	3-Moderate
1531	2/26/2009	OO-WHSL	DC 06	Closed	DC 06 Wisor sending clarifications 'Ecckt not in service' after SUP2	3-Moderate
1548	2/26/2009	B&C	DC 04	Closed	USOC BALRD Restricted Domestic Calling Card is not appearing on FRP invoice.	3-Moderate
1550	2/26/2009	B&C	DC 10	Closed	CR499 - USOC RLT not appearing on FRP invoice and not in Kenan tables.	3-Moderate
1555	2/26/2009	OO-WHSL	DC 12	Closed	DC12 WFM-OSS Task is not generating CO work orders for UNE-L orders	3-Moderate
1558	2/26/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible Unable to use reserved TN's to place in service	3-Moderate
1562	2/26/2009	B&C	DC 04	Closed	Frame Products misbilling on FRP invoice.	3-Moderate
1563	2/26/2009	B&C	DC 04	Closed	Payment Reconciliation Report has multiple entries for the same payment type	3-Moderate
1564	2/26/2009	B&C	DC 10	Closed	USOC PGOKT appearing on FPR invoice for 7.75 however price should be 8.00 per provided worksheets.	3-Moderate
1567	2/26/2009	B&C	DC 04	Closed	Usoc: PGO8K (Addl Expansion PAK - Unlimited Calls) Showing at the wrong rate on the invoice	3-Moderate
1576	2/26/2009	B&C	DC4A - Kenan BP	Closed	DC04 Incorrect BoA payment of \$8698.48 remains as a credit balance on a customer's account	3-Moderate
1581	2/26/2009	B&C	DC 04	Closed	Total New Charges do not match LEC subtotal + taxes	3-Moderate
1586	2/26/2009	OO-ESG	DC 05	Closed	DC_05 OO-ESG BDDS error when trying to customize product during modify order	3-Moderate
1587	2/26/2009	B&C	DC 04	Closed	USOC: PGOKM is missing the package component under the package description	3-Moderate
1590	2/27/2009	B&C	DC 04	Closed	USOC 00071828 FlatRate Plus duplicated MSL showing in LD section	3-Moderate
1591	2/26/2009	PRODUCT	DC 06	Closed	DC24 FTTP USOC to have appointment flag	3-Moderate
1603	2/26/2009	CONV	DC 10	Closed	CR499 - USOC C6H5X is not converted into Kenan tables and not displayed in FRP invoice.	3-Moderate
1620	2/26/2009	CONV	DC 10	Closed	DIA services are missing on certain products	3-Moderate
1634	2/24/2009	P&C	DC 16D	Closed	Can not add or save new conduit licenses	3-Moderate
1636	2/27/2009	CONV	DC 10	Closed	DC10 INVINCIBLE Order are getting rejected with error message "Error in mapping USPS Address to MSAG Address"	3-Moderate
1642	2/27/2009	OO-WHSL	DC 12A	Closed	Colocation cable GO01H is not properly inventoried in GRHMMECH and auto assignment does not work	3-Moderate
1648	2/27/2009	SA	DC 10	Closed	FRP RDN Top Ten (INC00000022349) - Missing Records Assignment/Account information for POTS Wholesale in M6	3-Moderate
1671	2/27/2009	OO-RET	DC 06	Closed	GetTN functionality should not return administrative TN.	2-High
1681	2/27/2009	OO-WHSL	DC 06	Closed	PLN Report - need to send out to CLECs on day of or day after the transaction triggering PLN completes	3-Moderate
1683	2/27/2009	OO-RET	DC 12	Closed	Top 10: Trouble assigning copper facilities	3-Moderate
1684	2/27/2009	OO-ESG	DC 12	Closed	Top 10: Trouble assigning equipment (Error - Riding Circuit Does Not Exist in DB)	3-Moderate
1692	2/27/2009	OO-RET	DC 11	Closed	Object Exists error being populated for XDSL DSLAM cards	3-Moderate
1696	2/27/2009	OO-WHSL	DC 05	Closed	DC06 Invincible - LSR Preorder CSI response is being returned from Siebel with appropriate information but OM is returning a response of Account Not Found	3-Moderate
1711	2/27/2009	OO-WHSL	DC 05	Closed	DC05 Invincible - LSR Preorder Error response returned on 132.1 response from Siebel to OM	3-Moderate
1728	2/28/2009	OO-WHSL	DC 12A	Closed	DC06 DB/C [RCF]order creation is failing in M6 with TOS as "1--R" and LTOS as "-1-R"	3-Moderate
1732	2/28/2009	CONV	DC 10	Closed	SBL: PO Boxes built in as service addresses on migrated accounts.	3-Moderate
1739	2/28/2009	B&C	DC 04	Closed	USOC PKB3V is not configured correctly discounts are not being applied.	3-Moderate
1740	2/28/2009	CAMP	DC 32	Closed	DC32 Camp Reporting MR Data Warehouse Load Script Fails - Improper States	3-Moderate
1745	2/28/2009	B&C	DC 04	Closed	Voice Discount should be 17.00 but displaying 14.95.(RTCUS)	3-Moderate
1757	2/28/2009	OO-WHSL	DC 05	Closed	DC10 Siebel Directory Listing Conversion Listing for TN: 8023628111 is missing in Siebel but has been loaded in NLR and M6.	3-Moderate
1835	3/2/2009	OO-WHSL	DC 06	Closed	DC06 OM-WISOR M6 JB/D Order creation is failing While trying to disconnect a Directory Listing (JB/D) which is crated while porting out a TN (CB/V with DL) .	3-Moderate
1844	3/2/2009	CONV	DC 10	Closed	DC 10 USAGE LD calling plan Component_id:50001931 is showing as an inactive_dt for which the usage is going to MIU with error code of 440.	3-Moderate
1850	3/2/2009	OO-WHSL	DC 06	Closed	DC06 Error message not clear for product id not present in m6 for error Unable to process item Distinctive Ring	3-Moderate
1854	3/2/2009	OO-WHSL	DC 06	Closed	DC10 WISOR-OM The TN 2076597176 is present as LML under two Different ban 2076597176, 2076597176274(M6 Order # 1828146, M6 Order # 2404389)	3-Moderate
1859	3/2/2009	CONV	DC4A - Kenan BP	Closed	9.X Triage 9.5 - Update Component Failed - Component Already Billed	3-Moderate
1885	2/12/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: SD WACD1 required when ACI form is populated	3-Moderate
1888	3/2/2009	CONV	DC 10	Closed	USOC NXYLL is not being migrated into kenan and is not on the FRP invoice.	3-Moderate

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SYSTEMS DEFECT LIST
FIXED INCIDENTS

1892	3/2/2009	CONV	DC 10	Closed	DC10 Billing telephone (BTN) is not populated correctly for 32 NECASH/CRIS accounts	3-Moderate
1893	3/2/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC_ME Headers on Tab O are missing	3-Moderate
1906	3/2/2009	OO-WHSL	DC 10	Closed	DC 10 Invincible Several Wholesale Advantage TN's migrated incorrectly as Port outs	3-Moderate
1910	3/2/2009	PRODUCT	DC 05	Closed	DC05 Product Config I RVS -> OBH1X Exclusion rules need to be configured correctly	3-Moderate
1955	3/3/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM JB/N Order creation is getting failed with invalid Rejection message "For input string: "19A" while the CLEC trying to place an Order with SANO containing valid Alpha numeric characters.	3-Moderate
1957	3/3/2009	OO-WHSL	DC 06	Closed	DC06 OM is not sending the proper error message when the CITY name in the request is not the same as in M6	3-Moderate
1958	3/3/2009	OO-WHSL	DC 06	Closed	DC06 wisor-om DB/C Order creation is getting failed for the Distinctive Ring service with the error message "Item Distinctive Ring - 1X (12248866) must have one and only one Main Telephone Number (MPTN) "even though the customer is passing TN 207 827-0026	3-Moderate
1960	3/3/2009	OO-WHSL	DC 06	Closed	DC06 EB\C Order is not creating while trying to place an EB\C order by using a Centrex TN	3-Moderate
1976	3/3/2009	OO-RET	DC 05	Closed	Siebel is freezing when in the account list view	2-High
1999	3/3/2009	P&C	DC 16B	Closed	Work Components are Combining	3-Moderate
2013	3/3/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: SD Remarks on ASR form are not propagating to M6.	3-Moderate
2042	3/3/2009	CONV	DC 10	Closed	VAS Product for March FRP bill showing up twice in the bill	3-Moderate
2047	3/4/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC_ME Report not matching sample VZ report	3-Moderate
2050	3/4/2009	PRODUCT	DC 05	Closed	DC05 DL In 2369 interface BTN and WTN are missing in some records	3-Moderate
2051	3/4/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC_NH Report notmatchin sample report	3-Moderate
2052	3/4/2009	PRODUCT	DC 05	Closed	DC05 DL in the 2369 extract CIC code is incorrectly populated	3-Moderate
2055	3/4/2009	OO-WHSL	DC 06	Closed	DB-C orders are not creating in M6 even there is no error in the logs	3-Moderate
2065	3/4/2009	OO-RET	DC 05	Closed	DC05 DL Duplicate orders appear in the XML to IDEARC - 1496997	3-Moderate
2066	3/4/2009	OO-WHSL	DC 06	Closed	Wholesale OSP Work Orders Not Getting Wholesale Job Code	3-Moderate
2068	3/4/2009	OO-RET	DC 05	Closed	DC05 DL Retail&Wholesale -In and Out portions of change transactions have different SO numbers - IR 1497295	3-Moderate
2078	3/4/2009	CAMP	DC 32	Closed	DC32 Camp Reporting Metric ME 14. C.9000	3-Moderate
2080	3/4/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - PLN CLECs are receiving PLN for customers that do not belong to them	3-Moderate
2083	3/4/2009	OO-WHSL	DC 10	Closed	DC 10 Invincible Wholesale accounts missing line products, service locations, and TN's	3-Moderate
2084	3/4/2009	OO-WHSL	DC 10	Closed	DC 10 Invincible not all line share/split circuits migrated to M6	3-Moderate
2087	3/4/2009	OO-ESG	DC 10	Closed	DC10 Invincible CTX, TA, CN, BG, LCC, IDP Missing from Converted Centrex Customers in Siebel (Remedy Ticket 22180)	3-Moderate
2112	3/4/2009	OO-RET	DC 12	Closed	WINBACK - the ACTIVATE task on UNEP/Resold winback provisioning plans is failing.	3-Moderate
2137	3/5/2009	OO-WHSL	DC 12	Closed	Work instruction needs to be genrated for UNE loop disconnect scenarion	3-Moderate
2143	3/5/2009	CONV	DC4A - Kenan BP	Closed	DC10 Customer does not have service with FRP but the service account is active in Siebel and customer got a bill	3-Moderate
2145	3/5/2009	P&C	DC 16B	Closed	Attachments in Logica	3-Moderate
2146	3/5/2009	B&C	DC4A - Kenan BP	Closed	CR-499:Internet Non-recurring Charges created in Siebel should appear in internet section.	3-Moderate
2147	3/5/2009	P&C	DC 16B	Closed	Abandon Pole CU not appearing on 1045M Report	3-Moderate
2163	3/5/2009	OO-WHSL	DC 06	Closed	DC06 DDVRFY Task is being added for LSR Orders even if the requested date is withing the valid DD Intervals	3-Moderate
2182	3/5/2009	OO-RET	DC 12	Closed	ASN-EQ Integrity Constraint (ASAP.FK_NS_CO_LA_CK_NS_CO_LA) Error for DSL Order	3-Moderate
2187	3/5/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC Tab J - Cells for NUM contains data for Performance	3-Moderate
2194	3/5/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PR-4-04-3113 CLEC aggregate (229) is not being generated for ME and NH	3-Moderate
2197	3/5/2009	B&C	DC4A - Kenan BP	Closed	USOC WAXSQ should have a TN associated to it and displayed on invoice.	3-Moderate
2200	3/5/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder OM returning xDSL Loop Qual response indicating address not qualified when using Service Address but when WTN is used the response returns successful loop qual	3-Moderate
2210	3/5/2009	CAMP	DC 32	Closed	DC07 EI Trouble tickets 75.5 XML extract contains message tracking ids that have CKTIDs in them	3-Moderate
2212	3/5/2009	B&C	DC 04	Closed	DC04 Customer is not being charged for LEC charges even they have RVS service	3-Moderate
2216	2/27/2009	B&C	DC 04	Closed	Proration not calculating correctly for USOC PGO4U on account 8022577960788.	3-Moderate
2233	3/6/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible ECID: 22.1 BAN value is not populating in UNE-L disconnect order even though it is present in original order	3-Moderate
2241	3/6/2009	OO-WHSL	DC 05	Closed	DC05 132.1 CSI Transaction For multi-line accounts, we need to return the TN for each voice line in a service data section along with all of its FIDs.	3-Moderate
2242	3/6/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC Performance score calculations returning invalid values	3-Moderate

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2243	3/6/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM DB/N With Remote call forwarding order creation is getting failed with "The root Product Id Not Found"	3-Moderate
2248	3/6/2009	B&C	DC 04	Closed	USOC PGO3A (FairPoint Reach Plan) rating incorrectly.	3-Moderate
2250	3/6/2009	B&C	DC 04	Closed	USOC PGO6F(FairPoint Exchange Value) is not rating correctly.	3-Moderate
2268	3/6/2009	B&C	DC 04	Closed	Internet Discount Appearing as a large charge amount instead of discount.	3-Moderate
2270	3/6/2009	B&C	DC 24	Closed	9.X Triage Various 9.X orders failing for Overlapping Active/Inactive Dates	3-Moderate
2271	3/6/2009	CONV	DC 05	Closed	DC05 DL Correct logic for populating TN Phrase Type IR #1498387	3-Moderate
2277	3/6/2009	B&C	DC 04	Closed	USOC BP20MN is not configured correctly.	3-Moderate
2286	3/6/2009	B&C	DC4A - Kenan BP	Closed	Voice Discount (RTCUS) not rated correctly.	3-Moderate
2293	3/6/2009	B&C	DC 04	Closed	CR499 - Prorated Products all showing no rate.	3-Moderate
2296	3/6/2009	B&C	DC 04	Closed	Other Provider Information Call Detail Duplicated	3-Moderate
2298	3/6/2009	B&C	DC 04	Closed	FRP invoice missing "Total New LD Charges" in LD section.	3-Moderate
2299	3/6/2009	B&C	DC 04	Closed	FRP invoice shows multiple Dial-suspends as well as HSL.	3-Moderate
2304	3/7/2009	CONV	DC 10	Closed	DC 10 City and Country code are repeated in the bill	3-Moderate
2306	3/7/2009	OO-WHSL	DC 11	Closed	Transport orders failed due to mismatch in the HECI-UNIT values in ASAP mapping tables	3-Moderate
2308	3/7/2009	OO-WHSL	DC 06	Closed	DC 06 Winback Need to update logic in order to accomodate winbacks for PLN	3-Moderate
2309	3/7/2009	OO-WHSL	DC 06	Closed	DC 06 Error in Wisor: javax.transaction.TransactionRolledbackException: EJB Exception: : weblogic.transaction.inter	3-Moderate
2312	3/7/2009	OO-WHSL	DC 05	Closed	DC05 132.1 Preorder Transaction Need to send the Service Address in the 132.1 instead of the EUL ID.	3-Moderate
2315	3/6/2009	OO-WHSL	DC 06	Closed	DC06 and DC05 EUL ID needs to be sent as a part of 132.3 to support CSI inquiry.	3-Moderate
2320	3/7/2009	OO-WHSL	DC 06	Closed	DC 06 ASR Order Supplement orders are not processing correctly and are being read as new orders	3-Moderate
2337	3/7/2009	B&C	DC 05	Closed	DC 04 9.11 Wholesale Accounts failing for 'Not able to create service' (Siebel should not sent WS-CB to Kenan)	3-Moderate
2338	3/7/2009	B&C	DC 04	Closed	DC 04 9.11 Wholesale Accounts failing for 'Package Creation Failed'	3-Moderate
2345	3/8/2009	OO-WHSL	DC 06	Closed	DC06 XML responses to WISOR do not include the required Tags like - PON, REQTY, ACT , VER	3-Moderate
2346	3/8/2009	OO-WHSL	DC 12	Closed	DC12 CKTID Format is incorrect for Loop Circuits	3-Moderate
2359	3/9/2009	OO-RET	DC 05	Closed	unable to book appointment - receiving unhandled exception back from OM/WFM	3-Moderate
2380	3/9/2009	PRODUCT	DC 05	Closed	DC05 Unable to remove ND8 and AS3DW USOCs fro ISDN PRI and BTRKS SIs - ticket INC000000024624	3-Moderate
2387	3/9/2009	OO-WHSL	DC 06	Closed	OM Changed related to 132.1 XSD Change (Siebel to Send Service Address when EUL ID is not present)	3-Moderate
2389	3/9/2009	OO-WHSL	DC 06	Closed	DC06 PIC\LPIC is being removed from the Wholesale Line when it is not provided on a change order	3-Moderate
2409	3/9/2009	OO-RET	DC 06	Closed	OM - NPAC Interface NPACWAIT is moved into error queue	3-Moderate
2414	2/27/2009	B&C	DC 04	Closed	Frame products are overbilling and billing in duplicate	3-Moderate
2431	3/9/2009	OO-WHSL	DC 05	Closed	DC05 DL KH Migrate scenario Directory listing updates has the billing details and customer code blank for action migrate	3-Moderate
2434	3/10/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM After doing the Sup 2 due date change on CB/V the due date change is reflecting only in disconnect order the due date is not changing for the add order (ported out).	3-Moderate
2437	3/10/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM PLN Task is not present for BB/V	3-Moderate
2445	3/10/2009	OO-RET	DC 06	Closed	DC06 Wrong provisioning plan assigned to RIS orders	3-Moderate
2449	3/10/2009	OO-WHSL	DC 06	Closed	DC06 EB/C order is failing with the error "No TN provided on an LNA C order" even though LNA=C and TNS = Inservice TN	3-Moderate
2501	3/10/2009	OO-RET	DC 12	Closed	DC12 CO work Instrucitons not generated on ADD DSL to POTS order	3-Moderate
2524	3/10/2009	OO-WHSL	DC 10	Closed	DC05 Invincible - LSR Preorder CSI Inquiry response from Siebel is not returning the listing information on the 132.1 response	3-Moderate
2529	3/10/2009	B&C	DC 04	Closed	Adjustments from internet section not displayed on accounts summary page and not taken out of total new charges. Z	3-Moderate
2534	3/10/2009	B&C	DC4A - Kenan BP	Closed	Line Item Adjustment Decimal Error on Converted Balance Invoice	3-Moderate
2537	3/10/2009	B&C	DC 04	Closed	USOC: RCRJ3 "Triple point discount" is not appearing on an invoice	3-Moderate
2540	3/10/2009	B&C	DC 04	Closed	Other Providers Sections has overlapping text	3-Moderate
2543	3/10/2009	OO-WHSL	DC 06	Closed	DC06 SUP 2 and SUP 3 orders are failing in M6 with the following error "ERROR WHILE CREATING METASOLV ORDER"	3-Moderate
2546	3/10/2009	B&C	DC4A - Kenan BP	Closed	USOC 15Q-SUS is not being displayed on the FRP invoice.	3-Moderate
2547	3/9/2009	SS	DC 02	Closed	DC02 Payroll Positive Pay interface not picking up Check payment details of terminated employees	3-Moderate
2548	2/27/2009	B&C	DC4A - Kenan BP	Closed	Call detail not shown as LEC line item	3-Moderate

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2554	3/10/2009	OO-WHSL	DC 12A	Closed	DC10 TN showing as Inservice in TN Inventory but it's not associated with any Service Orders	3-Moderate
2568	3/10/2009	OO-RET	DC 10	Closed	NDSL- the non-affiliated DSL accounts were migrated without the TN information in both M6 and Siebel.	3-Moderate
2573	3/10/2009	OO-WHSL	DC 06	Closed	DC05 132.1 Siebel should ignore the Parsed Indicator Value that is passed in the request.	3-Moderate
2589	3/11/2009	B&C	DC 04	Closed	Remit Address on New customers is incorrect.	3-Moderate
2590	3/11/2009	CONV	DC 10	Closed	New Kenan categories to be added to 15.1 interface informatica mapping	3-Moderate
2594	3/11/2009	B&C	DC 04	Closed	VAS products with SupPort in name should be Support	3-Moderate
2599	3/11/2009	B&C	DC 04	Closed	Missing TN on section header	3-Moderate
2616	3/11/2009	B&C	DC 10	Closed	Old Adjustments from 1986 appearing on FRP invoice.	3-Moderate
2625	3/11/2009	SA	DC 13	Closed	DC13 Wisor Verification of Completionnot processed correctly	3-Moderate
2626	3/11/2009	B&C	DC 04	Closed	Other Providers Detail Amount does not match the Account Summary Amount	3-Moderate
2630	3/11/2009	OO-WHSL	DC 06	Closed	DC06 For CB\W orders the PCN is completing way before the Desired due date	3-Moderate
2634	3/11/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Orders JB/N orders with BAN=N, BAN is not sent back in FOC	3-Moderate
2666	3/12/2009	OO-WHSL	DC 06	Closed	DC06 wISOR is getting the error "Insufficient info available to instantiate OMSException" for the Main Listing/Additional Main Listing Already Exist when BAN1=N	3-Moderate
2670	3/12/2009	PRODUCT	DC 05	Closed	DC04 KENAN USOC MTSINTRALEC is not disconnected after adding USOC ULTOLL3 to the customer	3-Moderate
2688	3/12/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ReqType: XD Circuit ID is not generating for XD orders	3-Moderate
2689	3/12/2009	OO-RET	DC 06	Closed	DC06 Production ASSGNIP Task being added to orders without a Static IP Request	3-Moderate
2690	3/12/2009	B&C	DC4A - Kenan BP	Closed	DC04 Double and triple point bundle discounts missing from FRP invoices	3-Moderate
2691	3/12/2009	B&C	DC 04	Closed	Frame Products Being Double Billed.	3-Moderate
2693	3/12/2009	OO-WHSL	DC 06	Closed	DC06 For Port out orders involving TN's having TN TYPE as "PORTED IN" should not have the MIGRTORD Task	3-Moderate
2694	3/12/2009	CAMP	DC 32	Closed	DC32 Camp Reporting NH 7.5-9022 -- Numerator Logic Incorrect	3-Moderate
2696	3/12/2009	OO-RET	DC 16C	Closed	DC 07 OSS: Responder not found	3-Moderate
2702	3/12/2009	OO-WHSL	DC 06	Closed	DC06 MIGRTORD Task is failing for DB\W orders	3-Moderate
2709	3/12/2009	B&C	DC 04	Closed	Payment Reversal not posting in VZ trickle file not posting	3-Moderate
2720	3/12/2009	B&C	DC4A - Kenan BP	Closed	Kenan charging double for Call Forwarding Busy Line (GCZ) when an update order is sent from Siebel	3-Moderate
2722	3/12/2009	CONV	DC 04	Closed	DC 04 9.11 Accounts Failing for 'Failed during getting componentInstanceId from Kenan'	3-Moderate
2737	3/12/2009	B&C	DC4A - Kenan BP	Closed	No TN associated with Second Line on Accounts	3-Moderate
2771	2/27/2009	B&C	DC 04	Closed	Evalues not displaying correctly	3-Moderate
2772	3/13/2009	CONV	DC 10	Closed	D10 Expansion Pak Conversion I Package products need to be removed	3-Moderate
2775	3/13/2009	OO-WHSL	DC 06	Closed	DC06 Same error code is being used for multiple error descriptions	3-Moderate
2776	3/13/2009	OO-RET	DC 05	Closed	DC05 DL Change transaction appears with 2 out records - IR1499575	3-Moderate
2779	3/13/2009	OO-WHSL	DC 06	Closed	DC06 CB\W orders are failing when an order is placed on a canceled port out request	3-Moderate
2782	3/13/2009	OO-WHSL	DC 06	Closed	DC 06 ECCKT spacing issues	3-Moderate
2787	3/13/2009	OO-WHSL	DC 06	Closed	DC10 Sub Loop circuits have not been migrated into M6	3-Moderate
2804	3/14/2009	OO-WHSL	DC 12	Closed	DC12 ASN-EQ task is not completing, the Gateway event is showing In-Progress	3-Moderate
2814	3/14/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder TN Assignment Inquiry (B/E) returning TNs on the response which have a last_modified_userid of '\$RECALL'	3-Moderate
2818	3/14/2009	B&C	DC4A - Kenan BP	Closed	Surcharges Missing on PRI/BVS account	3-Moderate
2825	3/14/2009	OO-WHSL	DC 05	Closed	DC 05 Invincible When populating the IC ID, replace the slashes (/) with dots (.)	3-Moderate
2830	3/15/2009	B&C	DC 10	Closed	FRP invoice missing Name on Line 1 of Coupon	3-Moderate
2832	3/15/2009	OO-WHSL	DC 10	Closed	DC10 JB Orders are failing in M6 because they have not been migrated into M6 [VZ Data issue and conversion issue]	3-Moderate
2836	3/15/2009	CAMP	DC 32	Closed	DC32 Camp Reporting SQL NH Metric has Valid Data in the fact table but showing up Blank in SQL NH	3-Moderate
2843	3/15/2009	CAMP	DC 32	Closed	DC32 Camp Reporting SQL NH Metric VT-20.7-9030 Not pulling the Data from DWH properly	3-Moderate
2847	3/16/2009	SA	DC 16	Closed	DC 16 WFM VmanApp process error and crash	2-High
2866	3/16/2009	B&C	DC4A - Kenan BP	Closed	Payments Processing: Routing details for EFT missing from payment_profile	3-Moderate
2867	3/16/2009	B&C	DC4A - Kenan BP	Closed	CR-499:USOC 1FB-P is being added to packaged price but should be a-la-carte.	3-Moderate

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2880	3/16/2009	B&C	DC4A - Kenan BP	Closed	LEC: "Unlimited Local Calling" duplicated within the bundle ACCT: 6038897487133	3-Moderate
2881	3/16/2009	B&C	DC4B - Mediation	Closed	DC04 Customer is being charged shortfall charge while on suspend, VZ was not charging this	3-Moderate
2882	2/27/2009	B&C	DC4A - Kenan BP	Closed	Total New Charges does not match the summation of Local and Tax section	3-Moderate
2891	3/16/2009	OO-WHSL	DC 05	Closed	DC 05 132.1 Listed Address Street Prefix/Suffix is failing schema validation	3-Moderate
2892	3/16/2009	B&C	DC4A - Kenan BP	Closed	"Reversal disconnect Credit Deb NRC" appearing from 1983.	3-Moderate
2895	3/16/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC Tab D - The sampling error calculations seems to be returning repeated values for various metrics	3-Moderate
2897	3/16/2009	OO-WHSL	DC 10	Closed	DC10 Distinctive Ring Feature should not have the same TN as the Line	3-Moderate
2899	3/16/2009	B&C	DC4A - Kenan BP	Closed	"Customer Charge" in Other Providers Section for Number Dialed Columns.	3-Moderate
2901	3/16/2009	B&C	DC4A - Kenan BP	Closed	Other Provider Section Extends into margin on right side of FRP invoice.	3-Moderate
2911	3/16/2009	B&C	DC4A - Kenan BP	Closed	Previous Charges on the March invoice do not show the Balance from the Feb invoice	3-Moderate
2921	3/16/2009	CONV	DC 10	Closed	There are 5595 EULs that are incorrectly associated to SALEM - NH network area.	3-Moderate
2945	3/17/2009	OO-RET	DC 05	Closed	DC05 DL Multiple Update and Finally Disconnect on the same day- IR 1499972	3-Moderate
2951	3/17/2009	OO-WHSL	DC 06	Closed	DC 06 INVINCIBLE OM is not sending any response back to the Order which failed with the error "Customer Not Found For The TN passed" and "Exception in retrieving the customer information from the M6 Database"	3-Moderate
2980	3/17/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder Address Validation Service not matching on addresses with abbreviated city prefix	3-Moderate
2985	3/17/2009	B&C	DC4B - Mediation	Closed	USAGE Update OSDA validation to include OCNs 5111, 5113, 5115	3-Moderate
2998	3/17/2009	CAMP	DC 32	Closed	DC32 Camp Reporting VT PAP PUC no data populated for tab "0- MOE Allocation"	3-Moderate
3006	3/17/2009	CAMP	DC 32	Closed	DC32 Camp Reporting Pap_PUC VT - Tab P-CM#2ALL CLECs being listed when there is no Data	3-Moderate
3008	3/17/2009	B&C	DC 10	Closed	We are not displaying the LD plan, only giving what looks like a boiler plate underneath the usage	3-Moderate
3015	3/17/2009	SS	DC 01	Closed	Defect raised for Patches applied on March 13th	3-Moderate
3017	3/17/2009	SS	DC 01	Closed	Defect to fix FairPoint OTL Employee Details Report	3-Moderate
3022	3/17/2009	B&C	DC4A - Kenan BP	Closed	CR-499: USOC: ESM "Call forwarding" rating wrong	3-Moderate
3033	3/17/2009	CONV	DC 16C	Closed	DC 16C GESW Displaying of Pairs and expanding Inports on PCH-P 135 BLACKPOINT Xbox is taking 5-20 mins	3-Moderate
3039	3/18/2009	CAMP	DC 32	Closed	DC32 Camp Reporting State Code is wrongly configured for NH Submetrics NH-7.4.b-9021	3-Moderate
3045	3/18/2009	OO-WHSL	DC 06	Closed	DC 06 Order creations are failing with error message " Exception in retrieving the customer information from the M6 Database"	3-Moderate
3046	3/18/2009	OO-ESG	DC 10	Closed	OO-ESG Mismatch between Siebel and M6 ATM orders- Migrated with Dummy USOCs.	3-Moderate
3071	3/18/2009	B&C	DC4A - Kenan BP	Closed	USOC WAXSQ (WATs Access Line) should carry a rate of 36.00 however being displayed on invoice for 0.00	3-Moderate
3082	3/18/2009	B&C	DC4A - Kenan BP	Verified	Single Rate plan was added on the acct as of 05-MAR-09 and does not appear on the March 24th invoice. Additionally, World select should not appear on the invoice as it was removed as of 05-MAR-09	3-Moderate
3083	3/18/2009	B&C	DC4A - Kenan BP	Closed	MSL displaying twice on invoice	3-Moderate
3103	3/18/2009	B&C	DC4A - Kenan BP	Closed	DC04 The past due charges and total due charges are displayed incorrectly on customer's invoice	3-Moderate
3110	3/18/2009	OO-WHSL	DC 06	Closed	DC 06 ASR Order For some ASR orders which are in "clarification_submitted" status, incorrect information is populated on the response	3-Moderate
3112	3/18/2009	CONV	DC4B - Mediation	Closed	USAGE - UNE TNs missing/Assigned Incorrect line type	3-Moderate
3122	3/18/2009	B&C	DC4A - Kenan BP	Closed	Adjustment which is set as no_bill is appearing on FRP invoice.	3-Moderate
3130	3/18/2009	OO-RET	DC 16C	Closed	DC 16C GESW Confirmation on Pending Disconnect fails due to failcities reuse	3-Moderate
3141	3/18/2009	CONV	DC 10	Closed	DC10 VS DRYLOOP - Assets, CA, external product ID fixes - LINE ITEM	3-Moderate
3143	3/18/2009	B&C	DC4A - Kenan BP	Closed	No TN is appearing in section header in LEC section	3-Moderate
3144	3/18/2009	CONV	DC 10	Closed	DC10 TTR, TTB - Parent Circuit Migration	3-Moderate
3145	3/18/2009	CONV	DC 10	Closed	DC10 Email - In service circuits from VZBB were migrated instead of suspended services from VOL	3-Moderate
3154	3/18/2009	OO-ESG	DC 12A	Closed	DC_10 OO-ESG ATM/FRS Circuit Address Mismatch/CLLI associated to the wrong address	3-Moderate

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FIXED INCIDENTS

3169	3/18/2009	OO-WHSL	DC 06	Closed	PLN - RNSP is blank on some records due to xml from Wisor not having state - implement alternate solution	3-Moderate
3171	3/18/2009	B&C	DC4A - Kenan BP	Closed	Two way flat rat \$1 credit should show as \$1. It is displaying as a \$9.5 credit on the invoice ACCT: 2074531383630	3-Moderate
3187	3/19/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP-PUC ME Tab I-Cr Measures Heading is missing in the generated report	3-Moderate
3188	3/19/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible No Error Message sent to WISOR for Order which are rejected with the error "BI value of N is invalid"	3-Moderate
3194	3/19/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible EB / C Order Creation failed and No response sent back to WISOR.	3-Moderate
3202	3/19/2009	B&C	DC4A - Kenan BP	Closed	We are not proration Usoc: PGOKT-P and PGOKX-P and 1FB-P and PGO3F	3-Moderate
3203	3/19/2009	B&C	DC4A - Kenan BP	Closed	Residential Customer with 2 MSL's not being charged shortfall on both products.	3-Moderate
3214	3/19/2009	B&C	DC 10	Closed	Residential Customer has extra address lines appearing on Coupon.	3-Moderate
3220	3/19/2009	B&C	DC4A - Kenan BP	Closed	USOC: OFRXX "Smart Minute Plan" is missing on 2078726754921.	3-Moderate
3242	3/19/2009	OO-WHSL	DC 12A	Closed	DC10 Order creation is failing because TEL_NUM_INV table does not have cust_acct_id populated	3-Moderate
3248	3/19/2009	OO-RET	DC 05	Closed	DC05 Invincible eCustomer Incorrect message shown on the password reset result page	3-Moderate
3249	3/19/2009	OO-WHSL	DC 12	Closed	DC12 Invincible ReqType: RD Need to use FNI field to generate the facility designation of RD orders	3-Moderate
3263	3/20/2009	PRODUCT	DC 05	Closed	DC05 Product Config BTFS to be changed to non-provisionable	3-Moderate
3273	3/20/2009	B&C	DC 10	Closed	USOC SMH was not converted and not being displayed on FRP invoice	3-Moderate
3274	3/20/2009	B&C	DC4A - Kenan BP	Closed	MSL not cal. usage into the shortfall. the USOC: ONEAQ "FairPoint Nickel LD"	3-Moderate
3283	3/20/2009	B&C	DC4A - Kenan BP	Closed	Disconnect credits displaying in Kenan but not displaying on the invoice.	3-Moderate
3291	3/20/2009	OO-ESG	DC 10	Closed	DC10 Invincible Payphone Telephone Numbers Not Present in M6	3-Moderate
3294	3/20/2009	OO-ESG	DC 12A	Closed	DC10 Invincible Missing BANA Circuit from M6 but it Appears in Siebel	3-Moderate
3300	3/20/2009	OO-RET	DC 16C	Closed	DC16c Autoprovisioning fallout for Litespan and Overlay DSLAM model	3-Moderate
3305	3/20/2009	CONV	DC 10	Closed	SCID issues - throwing errors while trying to make assignments and Carrier Cards are missing	3-Moderate
3310	3/20/2009	B&C	DC4A - Kenan BP	Deployed	Nickel Plan - Adjustment Type not configured	3-Moderate
3314	3/20/2009	B&C	DC4A - Kenan BP	Closed	FP Business Extra Plan listed three times	3-Moderate
3331	3/21/2009	OO-WHSL	DC 06	Closed	DC 06 Orders with TNS = N populating incorrect NPA/NXXs in M6	3-Moderate
3335	3/21/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ORD field on CN form needs to be populated	3-Moderate
3336	3/21/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Need validation against same TSP value on ASR & ACI forms	3-Moderate
3350	3/21/2009	B&C	DC4A - Kenan BP	Closed	Shortfall should not be charged for MSL plans added or deleted mid-month per Regulatory Requirements.	3-Moderate
3362	3/22/2009	OO-WHSL	DC 06	Closed	DC06 Invincible "State Required" message produced when performing a CFA validation from within ASR order	3-Moderate
3372	3/23/2009	CAMP	DC 32	Closed	DC32 Camp Reporting Pap_PUC ME - Tab T3-CM#6Spec Metrics are not getting displayed	3-Moderate
3377	3/23/2009	CONV	DC 10	Closed	Voice line is having a DATA condition code	3-Moderate
3378	3/23/2009	B&C	DC4A - Kenan BP	Closed	DC10 Customer is being billed for internet even though internet was disconnected on 01/23	3-Moderate
3383	3/23/2009	B&C	DC4A - Kenan BP	Closed	DC04 Payments are taken out from customer's credit cards a while ago but still do not show posted in Kenan	3-Moderate
3385	3/23/2009	B&C	DC 10	Closed	HSI 12-MONTH \$2 ANNUAL PLAN DISCOUNT missing on the invoice	3-Moderate
3394	3/23/2009	OO-WHSL	DC 06	Closed	DC 06 CSI Response Need to return the Service Address on the Unparsed CSI response	3-Moderate
3395	3/23/2009	B&C	DC4A - Kenan BP	Closed	VOICE DISCOUNT is showing wrong: Currently we are displaying it as \$21.47 it should show as \$22 which is what is the value in kenan.	3-Moderate
3400	3/23/2009	OO-WHSL	DC 06	Closed	DC06 CSI Response Not all of the returned fields on the 132.1 response are being sent to Wisor from OM	3-Moderate
3405	3/23/2009	B&C	DC4A - Kenan BP	Closed	LD- Flatrate plus 25.00 MSL missing BP for plan.	3-Moderate
3408	3/23/2009	CAMP	DC 32	Closed	DC32 CAMP Reporting CLEC Specific reports are missing some data and also format issues	3-Moderate
3426	3/23/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order DB/N to port in a number fails to create	3-Moderate
3430	3/23/2009	OO-RET	DC 16C	Closed	DC16C Overlay DSLAM - Remove CNST=BAND and Add LTS=OR	3-Moderate
3451	3/23/2009	B&C	DC4A - Kenan BP	Closed	DC04 DPO option only pulls out new charges each month, need to account for any accounts which have charges for more than a month which havent been deducted	3-Moderate
3454	3/23/2009	B&C	DC4A - Kenan BP	Closed	LD: Distance Plus 24 disconnected Feb 22. Still appearing on bill.	3-Moderate
3462	3/23/2009	OO-RET	DC 05	Closed	DC05 Migrate Orders Unable to add DRY_LOOP SI	3-Moderate

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FIXED INCIDENTS

3482	3/24/2009	OO-RET	DC 12A	Closed	DC10 INVINCIBLE Orders rejected with error message "Error while retrieving the Metasolv Order"	3-Moderate
3490	3/24/2009	P&C	DC 16A	Closed	Intergraph: SchematicSRNOError	3-Moderate
3491	3/24/2009	P&C	DC 16A	Closed	Intergraph: AreaReportIssue	3-Moderate
3496	3/24/2009	OO-RET	DC 06	Closed	Wrong customer address is sent to WFM	3-Moderate
3507	3/24/2009	B&C	DC4A - Kenan BP	Closed	Other providers total in in the bill is \$1.67 and on the summary section it is showing at the rate of \$1.57.	3-Moderate
3511	3/24/2009	OO-WHSL	DC 06	Closed	DC 06 CSI Response The SATH is not being returned on the CSI response	3-Moderate
3512	3/24/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Package discount not being applied to local calls	3-Moderate
3517	3/24/2009	OO-WHSL	DC 06	Closed	DC06 DB-C/D orders with LNA D are failing in M6 with the following error - "Invocation failed:"	3-Moderate
3519	3/24/2009	B&C	DC4A - Kenan BP	Closed	15.2 Interface needs to be updated with refund status	3-Moderate
3523	3/24/2009	B&C	DC4A - Kenan BP	Closed	USOC: OLVXX-P "Local and Toll Package" is rating incorrectly	3-Moderate
3525	3/24/2009	OO-WHSL	DC 06	Closed	DC 06 MD/N fails with 'ERROR WHILE PROCESSING ASR ORDER'	3-Moderate
3534	3/24/2009	B&C	DC4A - Kenan BP	Closed	*ONEAC* FairPoint USLink 60 should not display multiple times on the invoice	3-Moderate
3540	3/24/2009	OO-RET	DC 12A	Closed	DC10 Line Items - RCF Line not on migrated orders	3-Moderate
3541	3/24/2009	CONV	DC 12A	Closed	DC10 TN Service not migrated	3-Moderate
3556	3/24/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Need to populate CKR on CN form	3-Moderate
3560	3/24/2009	CONV	DC 10	Closed	Currently we are displaying "Default NRC Component" on the invoice. Now we know by looking at the Verizon invoices that these are in reality an installment payment	3-Moderate
3567	3/24/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC_ME -- Metrics not Showing up in Various Tabs	3-Moderate
3570	3/24/2009	CAMP	DC 32	Closed	DC32 Camp Reporting The data is not being populated in the report/month column of the PUC working score card reports	3-Moderate
3578	3/25/2009	OO-WHSL	DC 06	Closed	DC06 OM is not sending the "fid-featuredetail" to Wisor for unparsed CSI pre order inquiry	3-Moderate
3595	3/25/2009	CAMP	DC 32	Closed	DC32 Camp Reporting C2C Reports R3 values are appearing incorrectly on the C2C reports	3-Moderate
3598	3/25/2009	B&C	DC4A - Kenan BP	Closed	INET: Remove override rates for VAS - Games on Demand s/b 14.99, currently we are billing it for the rate of \$19.98. The rate being passed by PWB is \$14.99. we need kenan to not pass the over ride rate on this product.	5-Enhancement
3603	3/25/2009	B&C	DC4A - Kenan BP	Closed	LD- has credit amt for shortfall plus an employee concession credit	3-Moderate
3606	3/25/2009	B&C	DC4A - Kenan BP	Closed	ESG Children charges do not display correctly on February statement	3-Moderate
3607	3/25/2009	B&C	DC4A - Kenan BP	Closed	INET- shipping & activation fee is a credit of 99.00-there is not debit to offset this credit. I looked back in VZ and the FRP bill. I never saw were we charged for the activation fee. So essentially we are giving this customer \$99 dollar.	3-Moderate
3611	3/25/2009	OO-WHSL	DC 06	Closed	CSI - Pre Order (TN not returned correctly)	3-Moderate
3616	3/25/2009	CONV	DC 10	Closed	DSL circuit not associated to TNs in M6 w/ SPLIT-BNK Details	3-Moderate
3617	3/25/2009	B&C	DC4B - Mediation	Closed	Defect for No Cramming Allowed Block on account and the carrier is billing for "Service" - ISP MO Fee 29.95 and w/ BLOCK should not be allowed to bill BLOCK should stop charges from appearing on the invoice and sent back to SOLIX	3-Moderate
3623	3/25/2009	B&C	DC4A - Kenan BP	Closed	PRI customers should not be receiving a the "Rebate for Below Standard Service Quality"	3-Moderate
3624	3/25/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder If CTVAL is populated with a value of 'A' on the Address Validation Preorder then we need to return the appropriate value in the CTI field of the response indicating if Cut Through is available at the EUL	3-Moderate
3627	3/25/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_CLEC needs to Equal PAP_PUC for ME, NH, and VT	3-Moderate
3630	3/25/2009	CONV	DC 12A	Verified	TN missing assignments - Wrong Reqtype	3-Moderate
3634	3/25/2009	B&C	DC4A - Kenan BP	Closed	ALM Additional Lines in Vermont do not have local usage cap applied as they should	3-Moderate
3636	3/25/2009	B&C	DC4A - Kenan BP	Closed	B&C Usage Duplicate Calls	3-Moderate
3640	3/25/2009	CONV	DC 10	Closed	Since DLEC charging is happening from CDG, these WADSL Accounts needs to be disconnected from KENAN to avoid the end user being billed.	3-Moderate
3642	3/25/2009	OO-WHSL	DC 06	Closed	PLN - SP date range handling - cause records to be missed	3-Moderate
3644	3/25/2009	OO-WHSL	DC 05	Closed	DC 05 132.1 Siebel needs to send the Service Account rather than the Customer Account in the Account Name of the Account Data Section	3-Moderate
3647	3/26/2009	OO-RET	DC 12A	Closed	DC10 INVINCIBLE DSL circuits are not in Suspend status due to which when try to Restore POTS+DSL they are rejected with "Runtime Exception"	3-Moderate
3648	3/26/2009	B&C	DC4C - CBM	Closed	Quick Payment screen does not submit with '\$' in total amount due	3-Moderate

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FIXED INCIDENTS

3663	3/26/2009	OO-WHSL	DC 06	Closed	PLN SP update - fix to handle dates appropriately - backup already done	3-Moderate
3669	3/26/2009	B&C	DC4C - CBM	Closed	CBM - Payment history page lists dummy payment and multiple rows for the same transaction.	3-Moderate
3670	3/26/2009	B&C	DC 10	Approved	Accounts are in Disconnect Done but still have an outstanding balance	3-Moderate
3676	3/26/2009	B&C	DC4A - Kenan BP	Closed	Directory assistance is currently rating at \$20 on the invoice. The appropriate rate should be \$10 as defined by PWB. USOC: 00058471	3-Moderate
3680	3/26/2009	B&C	DC4A - Kenan BP	Closed	Direct Pay Credit Card for Jan 30, Feb3, and Feb 4 cycles have never been processed or posted	3-Moderate
3682	3/26/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder On the TN Inquiry a Maine TN is being returned for a New Hampshire address	3-Moderate
3683	3/26/2009	B&C	DC4A - Kenan BP	Closed	Account Correction: Additional Line and Main Line listed uner TN 6032815032	3-Moderate
3687	3/26/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder CSI Inquiry - Need to resolve ALI and ATN issues in CSI response	3-Moderate
3688	3/26/2009	CAMP	DC 32	Closed	DC32 Camp Reporting WSA - Verizon_Mass_Markets For the state of VT - WHLS metrics are being reported as Retail	3-Moderate
3694	3/26/2009	OO-RET	DC 05	Closed	DC05 DL Additional listing must not be sent without a main lisitng in the XML	3-Moderate
3698	3/26/2009	B&C	DC4B - Mediation	Closed	USAGE - Rate for Germany MTS incorrect	3-Moderate
3705	3/26/2009	B&C	DC4A - Kenan BP	Closed	USOC: OFL FairPoint Business Extra Plan is showing at full rate when it should be prorating.	3-Moderate
3709	3/27/2009	OO-WHSL	DC 06	Closed	DC06 Wisor is not receiving the service address for unparsed CSI when SIEBEL sends the address in 132.1 response	3-Moderate
3711	3/27/2009	OO-WHSL	DC 06	Closed	DC06 EB-C order creation is failing when PIC freeze indicator is set in M6, and no PIC LPIC values populated in the change order	3-Moderate
3718	3/27/2009	B&C	DC4A - Kenan BP	Closed	Flat rate \$1 credit @ (9.30) displaying and in NRC as .30 chrg	3-Moderate
3720	3/27/2009	B&C	DC4A - Kenan BP	Closed	CR499: LEC: Cust is getting 2 lifeline discounts 2 @ 7.00 shd only be getting one @ 7.00	3-Moderate
3728	3/27/2009	B&C	DC4A - Kenan BP	Closed	LEC: BizPack 15% Discount @ (8.48). 15% of 24.25 s/b 3.63.	3-Moderate
3730	3/27/2009	B&C	DC4A - Kenan BP	Closed	World Select Plan with city Rates added March2 (per Kenan). WorldSelect Plan with City Rates-ON1AV is not showing anywhere on the invoice and basic rate disconnected on march	3-Moderate
3731	3/27/2009	OO-WHSL	DC 06	Closed	DC 06 Invalid Error codes: "Action Code Invali" & "The FAC TYPE Field is required if the FAC DESG is provided."	3-Moderate
3732	3/27/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - CSI Preorder The LTN is being returned twice in the OM response to Wisor even though the 132.1 response from Siebel only contains one LTN value	3-Moderate
3736	3/27/2009	OO-WHSL	DC 11	Closed	Missing Equipment step for Titan 5500	3-Moderate
3740	3/27/2009	B&C	DC4A - Kenan BP	Closed	Employee Concession accounts errantly discounting surcharges	3-Moderate
3741	3/27/2009	B&C	DC4A - Kenan BP	Closed	Recurring payment profile info not insync with Kenan - CBM	3-Moderate
3749	3/28/2009	OO-ESG	DC 12A	Closed	DC10 ISDN-BRI Circuit not migrated	3-Moderate
3750	3/28/2009	OO-ESG	DC 10	Closed	DC10 DCS Equipment migrated with incorrect DSX assignments	3-Moderate
3753	3/28/2009	OO-ESG	DC 10	Closed	DC10 Missing TNs in M6 - 31,998 TN's were in the NTAS extract and were not loaded into M6	3-Moderate
3756	3/28/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order When AAI field is populated with "RE-INSTATE TN," order fails to create	3-Moderate
3760	3/28/2009	OO-ESG	DC 06	Closed	DC06 Cancelled Circuits not being released from inventory	3-Moderate
3809	3/29/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder CSI Inquiry - Need to resolve ATN issues in Parsed CSI response	3-Moderate
3815	3/29/2009	B&C	DC4A - Kenan BP	Closed	USAGE - International Rates incorrect USOC ON1AV	3-Moderate
3821	3/29/2009	B&C	DC4A - Kenan BP	Closed	USOC ON1AV has couple of issues.	3-Moderate
3827	3/29/2009	CONV	DC 16C	Closed	DC 16C GESW Unable to update LOC that has Inservice USARs	3-Moderate
3828	3/30/2009	CONV	DC 12A	Closed	Multiple Suspend tasks loaded for BVS/RVS	3-Moderate
3835	3/30/2009	CAMP	DC 32	Closed	DC32 Camp Reporting ME_PUC Working Scorecard is different from Wireframe	3-Moderate
3836	3/30/2009	B&C	DC4A - Kenan BP	Closed	employee Concessions is currently not cal. correctly	3-Moderate
3855	3/30/2009	OO-WHSL	DC4A - Kenan BP	Closed	DC 04 - INV 9.11 - Proper disconnect date is not showing in Kenan after processing the 9.11 file	3-Moderate
3857	3/30/2009	B&C	DC4A - Kenan BP	Closed	corporate rewards is currently not displaying on the invoice	3-Moderate
3859	3/30/2009	OO-WHSL	DC 05	Closed	DC 05 Need to pass the DSL Circuit ID back on the CSI response.	3-Moderate
3868	3/30/2009	B&C	DC 10	Closed	USOC PL7 is not being migrated into Kenan and not Displayed on invoice	3-Moderate

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FIXED INCIDENTS

3872	3/30/2009	B&C	SS 05-Infrastructure	Closed	Invincible eCustomer/CBM Security Alert shown when CBM is opened from eCustomer	3-Moderate
3876	3/30/2009	B&C	DC4A - Kenan BP	Closed	Call Waiting ID w/ name s/h a Defect because Kenan order shows MRC \$8.00 and should show a prorated MRC of 5.16 but invoice shows \$0	3-Moderate
3878	3/30/2009	B&C	DC4A - Kenan BP	Closed	This isn't rep error PGO8H is rating wrong. Per Kenan all the right components are in place: PGO8H-P, - Intra, - Inter & - Local.	3-Moderate
3881	3/30/2009	B&C	DC 06	Closed	we seem to have a lot of issues around DS1 & DS3's not being converted & This one is only picking up the ISDN Primary D Channels and you can't have that w/o having the main circuit.	5-Enhancement
3884	3/30/2009	B&C	DC4A - Kenan BP	Closed	Public Coin Accounts Listed as "Small Business" however receiving 100% internal discount	3-Moderate
3895	3/30/2009	CONV	DC 10	Closed	Link Between nodes are not available for certain SONETS	3-Moderate
3901	3/30/2009	B&C	DC4A - Kenan BP	Closed	Missing 2 Business Toll Services (W1J) @ 9.75 each TN 888-575-0100 and 888-575-0200	3-Moderate
3911	3/30/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Orders AB/C with null NC/NCI receives reject	3-Moderate
3925	3/31/2009	B&C	DC4A - Kenan BP	Closed	Tax Mapping for new charges	3-Moderate
3928	3/31/2009	P&C	DC 16A	Closed	Schematic Display Needed for Fiber Cables	3-Moderate
3938	3/31/2009	OO-WHSL	DC 06	Closed	Business Error Messages Validation	3-Moderate
3939	3/31/2009	OO-WHSL	DC 06	Closed	DC06 Invincible BCN response was not sent back to Wisor	3-Moderate
3945	3/31/2009	B&C	DC 10	Closed	ONEAN (Domestic TalkUnite 30) should have a shortfall charge associated with it	3-Moderate
3949	3/31/2009	B&C	DC 10	Closed	NBBE products are charged at override rates whereas VZ billed them for different rates	3-Moderate
3952	3/31/2009	B&C	DC4A - Kenan BP	Closed	LEC: 90 day seasonal credit displaying in MRC which offsets Assumed Dial Access charge	3-Moderate
3954	3/31/2009	B&C	DC4A - Kenan BP	Closed	Mass adjustment required for incorrectly-rated calls to Canada	3-Moderate
3961	3/31/2009	SS	DC 02	Closed	Fidelity Interface issue related to multiple Runs	2-High
3974	3/31/2009	OO-RET	DC 05	Closed	Unable to Order RIS dry loop	3-Moderate
3997	3/31/2009	B&C	DC4C - CBM	Closed	CBM - BARS PDF Formatter Inconsistently formatting invoices	3-Moderate
4006	3/31/2009	CAMP	DC 32	Closed	DC32 Camp Reporting ETL code for LSR_ORDER Staging to ODS not loading subsequent response types in ODS	3-Moderate
4009	3/31/2009	B&C	DC4A - Kenan BP	Closed	USAGE Unlimited local Plan charging for local calls	3-Moderate
4014	3/31/2009	B&C	DC4A - Kenan BP	Closed	USAGE - package PGO3C is not discounting Canadian usage.	3-Moderate
4016	3/31/2009	B&C	DC4A - Kenan BP	Closed	USAGE - USOC RD5XQ for Account 6036920006417 does not have usage defined	3-Moderate
4021	3/31/2009	B&C	DC4A - Kenan BP	Closed	Customers with BTFS and Freedom for Business (Fairpoint Exchange for Business) should have a \$0.06 rate for Toll Free	3-Moderate
4022	3/31/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Account 6035783460134 has TMC and 1LB on account but allowance has not been defined.	3-Moderate
4026	4/1/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM CB/V Order creation is getting failed while the user try to port out the TN which have Retail disconnected DSL.	3-Moderate
4030	4/1/2009	B&C	DC4A - Kenan BP	Closed	LEC retain discounts should not be prorated. (RTCUS)	3-Moderate
4033	4/1/2009	B&C	DC4A - Kenan BP	Closed	Account Has two residential MSLs which should not interact with each other.	3-Moderate
4037	4/1/2009	B&C	DC4A - Kenan BP	Closed	NRC for Shipping and Activation should be a charge for the customer not a credit	3-Moderate
4042	4/1/2009	B&C	DC4A - Kenan BP	Closed	MSL not showing shortfall Boiler Plate	3-Moderate
4049	4/1/2009	OO-RET	DC 05	Closed	DC05 Invincible Billing account status is NULL - prevents order submission	3-Moderate
4055	4/1/2009	B&C	DC4A - Kenan BP	Closed	CR-499: Customer is being charged for DA calls but call details does not show any calls being made.	3-Moderate
4061	4/1/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Verizon Business Feed to KDM	3-Moderate
4069	4/1/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Account 6032254816578 has Local Usage total showing up as 17.16 but no call detail appearing.	3-Moderate
4077	4/1/2009	OO-ESG	DC 06	Closed	DC06 OO-ESG ISDN PRI TN Block Numbers are not making it to Intrado	3-Moderate
4081	4/1/2009	B&C	DC4B - Mediation	Closed	BIF - Account 2075467889016. Itemized Call on the bill shows amount but no call detail is displayed.	3-Moderate
4088	4/1/2009	B&C	DC4A - Kenan BP	Closed	USAGE - BIF Issue :Account 8028627387078 does not have the calls showing in min:sec	3-Moderate
4089	4/1/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Account 2072536051884 USOC 1MA is rating per minute instead of per message	3-Moderate

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FIXED INCIDENTS

4090	4/1/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Account 8023339939588. Package PGO3F does not have all the required components	3-Moderate
4091	4/1/2009	B&C	DC4D - 9.X & SKI	Closed	Order available in Kenan but not showing in Siebel.	3-Moderate
4093	4/1/2009	B&C	DC4A - Kenan BP	Closed	USAGE Min sub total Incorrect	3-Moderate
4094	4/2/2009	B&C	DC4A - Kenan BP	Closed	CR-499:Accounts have Multiple TNs but Account level calling plan is not present on all TNs.	3-Moderate
4095	4/2/2009	B&C	DC4A - Kenan BP	Closed	DC 04 USAGE Local call detail missing in the invoice when the calling plan is changed in mid bill cycle	3-Moderate
4099	4/2/2009	B&C	DC 10	Closed	The component 'ONEAP' is not provision to the Package 'PGO3F' which has unlimited LD calls due to this the provisioned USOC '05V2X' is guiding the LD calls & the calls are displaying in the invoice.	3-Moderate
4107	4/2/2009	OO-WHSL	DC 11	Closed	Transport code giving *Loopback* ASDL completion message	3-Moderate
4113	4/2/2009	PRODUCT	DC 05	Closed	DC24 Product Config I Winback FIDs needed for DRS* products	3-Moderate
4114	4/2/2009	CONV	DC 10	Closed	SB pairs are not migrated with proper format	3-Moderate
4115	4/2/2009	B&C	DC4A - Kenan BP	Closed	DC 04 USAGE Interstate calls are rating wrongly for USOC :00060428	3-Moderate
4118	4/2/2009	OO-WHSL	DC 06	Closed	DC06 Invincible - LSR Preorder For LSR Preorder DL Inquiry requests Siebel is returning multiple listings for the LTN entered on the request on the 132.1 response and OM isn't returning the correct listing	3-Moderate
4122	4/2/2009	OO-RET	DC 05	Closed	DC05 Invincible Selecting the product pick-applet on an order throws a SQL exception	3-Moderate
4139	4/2/2009	OO-WHSL	DC 06	Closed	DC06 PCN for CB/V orders should not be sent before the NPAC and ACTIVATE Tasks on the disconnect	3-Moderate
4143	4/2/2009	OO-WHSL	DC 06	Closed	DC 06 No error message being sent back for ASR order:	3-Moderate
4162	4/3/2009	OO-WHSL	DC 08	Closed	DC08 WISOR is not displaying the LTN in the CSI response when STYL=CI and RTY=LML	3-Moderate
4163	4/3/2009	B&C	DC4A - Kenan BP	Closed	Delete Profile - 109.3	3-Moderate
4178	4/3/2009	CAMP	DC 32	Closed	DC32 Camp Reporting ETL Code for ODS_ASR_ORDER - dw_rpt_mon_year is not populating for some records	3-Moderate
4204	4/4/2009	OO-WHSL	DC 06	Closed	DC 06 Need to allow Sup 3 changes on JB orders that are already created in M6.	3-Moderate
4207	4/4/2009	CAMP	DC 32	Closed	DC32 Camp Reporting VT_Family Chart Section 2 metrics are out of order	3-Moderate
4209	4/4/2009	CAMP	DC 32	Closed	DC32 Camp Reporting ME 6 Mo Tracking Section headings are missing	3-Moderate
4217	4/4/2009	OO-WHSL	DC 11	Closed	DC 06 Customers are losing dial tone on Migrate orders because the activate task on the disconnect is completing too soon.	3-Moderate
4221	4/4/2009	B&C	DC4A - Kenan BP	Closed	Maintenance Credit (1.00) - USOC C7RDW not getting removed or prorated via disconnect order	3-Moderate
4224	4/5/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM CB/V Port out Add order task are getting completed Before completing the NPACACK,ACTIVATE,OSPCONF Task of the Disconnect CB/V Order.	3-Moderate
4225	4/5/2009	B&C	DC4A - Kenan BP	Closed	CR-499:PGO8F Pkg rating wrong (Added PGO3F see comment)	3-Moderate
4228	4/5/2009	B&C	DC4A - Kenan BP	Closed	World Select with City Rates (ON1AV) not displaying on invoice & MRC missing in Kenan	3-Moderate
4233	4/5/2009	B&C	DC 10	Closed	Dedicated Access MRC missing from Frame Relay	3-Moderate
4240	4/6/2009	OO-WHSL	DC 06	Closed	DC 06 DL Preorder DOI value is wrong in 43.1 and wisor response compared to the 132.1 and Siebel gui	3-Moderate
4246	4/6/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM JB/N Order creation is getting failed with validation message "Main Listing Already Exist" for the LTN which is disconnected earlier.	3-Moderate
4257	4/6/2009	B&C	DC 10	Closed	Adjustment to be provided to port out customers who were billed for past few months	3-Moderate
4282	4/6/2009	B&C	DC 10	Closed	USOC NSP is not being converted into Kenan and not displayed on FRP invoice.	3-Moderate
4288	4/6/2009	B&C	DC4A - Kenan BP	Closed	Multiple SI Headers for same TN	3-Moderate
4301	4/7/2009	OO-WHSL	DC 12	Closed	DC12 T & F implementation for Winback/Move Orders	3-Moderate
4320	4/7/2009	B&C	DC 10	Closed	billing account are displaying cities that are inaccurate	3-Moderate
4330	4/7/2009	OO-WHSL	DC 06	Closed	DC 06 CFA Inquiry timing out	3-Moderate
4332	4/7/2009	OO-WHSL	DC 05	Closed	DC 10 LSR Orders/Pre-Order UNE1 and UNN1 FID's not loaded in Siebel	3-Moderate
4333	4/7/2009	B&C	DC4A - Kenan BP	Closed	Account Summary p.1 New Charges does not add up to Total New Charges March or April invoice	3-Moderate
4353	4/7/2009	OO-RET	DC 05	Closed	DC05 Invincible Unable to submit order due to CDDD should be >= Appt start date	3-Moderate
4354	4/7/2009	B&C	DC4A - Kenan BP	Closed	FairPoint Exchange for Business displaying Unlimited regional toll calling multiple times + PGO3C display indent issues	3-Moderate
4364	4/7/2009	SS	DC 01	Closed	Expenditures Summary report in Oracle Projects not showing up non-labor expenditures	3-Moderate
4366	4/7/2009	SS	DC 01	Closed	Exclude Employee Name column from FairPoint OTL Employee Details Report	3-Moderate
4379	4/7/2009	CAMP	DC 32	Closed	DC32 Camp Reporting Service orders detailed file is returning fewer than expected records	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FIXED INCIDENTS

4383	4/7/2009	B&C	DC4A - Kenan BP	Closed	Call Completion Waiver showing up as large credit in LEC section w/ no substantiated charges for calls.	3-Moderate
4414	4/8/2009	OO-RET	DC 05	Closed	DC24 Product Config I Update APE, AUC, APEUC to new USOCs for mechanized PIC/LPIC changes	3-Moderate
4418	4/8/2009	B&C	DC4A - Kenan BP	Closed	DRAS - Directory Assistance Waiver not calculating correctly	3-Moderate
4420	4/8/2009	B&C	DC4A - Kenan BP	Closed	USAGE - For Account 6033238717068, USOC 00060110 is charging incorrectly for Hungary	3-Moderate
4421	4/8/2009	CONV	DC4A - Kenan BP	Closed	G5973 and G5975 converted with wrong amount	3-Moderate
4423	4/8/2009	B&C	DC4A - Kenan BP	Closed	USAGE - For Account 6032539433377, USOC 00058542 is charging incorrectly for Canada	3-Moderate
4434	4/8/2009	OO-ESG	DC 05	Closed	DC24 Invincible CTX FID Required for RXR Station Line	3-Moderate
4438	4/8/2009	B&C	DC4A - Kenan BP	Closed	LW1-P and SUS appears active in Siebel; Kenan shows an order 3/22 removing it.	3-Moderate
4444	4/8/2009	B&C	DC4A - Kenan BP	Closed	ONEAO - USLink 120 showing at line and account level	3-Moderate
4446	4/8/2009	B&C	DC4A - Kenan BP	Closed	1FB-P shows in Kenan w/ a Default Rate of \$0 and s/b 32.28	3-Moderate
4457	4/8/2009	B&C	DC4A - Kenan BP	Closed	Int'l Plan and Distance Plus duplicated on bill.	3-Moderate
4459	4/8/2009	B&C	DC4A - Kenan BP	Closed	2 1FR-Ps are present on the same line.	3-Moderate
4462	4/8/2009	B&C	DC4A - Kenan BP	Closed	Lifeline Discounts in error	3-Moderate
4464	4/8/2009	OO-RET	DC4D - 9.X & SKI	Closed	Siebel only shows 1 FRP-1 and Kenan is showing 2	3-Moderate
4467	4/8/2009	B&C	DC4A - Kenan BP	Closed	Lifeline customers are only eligible for 1 Lifeline Discount at \$7.00 when a Pkg is present.	5-Enhancement
4468	4/8/2009	OO-RET	DC4D - 9.X & SKI	Closed	DistancePlus s/b removed in Siebel but still billing	3-Moderate
4475	4/3/2009	SS	DC 02	Closed	Issue identified by Vanessa Higgins for "Patricia Ferrante, Emp ID 12719, was OVERPAID by 40hrs today for w/e 03/28/09.	3-Moderate
4498	4/9/2009	B&C	DC4A - Kenan BP	Closed	USAGE - USOC TOE needs to have Allowance of \$13 (Ref Account 8022539705836)	5-Enhancement
4502	4/9/2009	OO-ESG	DC 10	Closed	DC10 ISDN-BRI lines incorrectly related to a wrong CKTID	3-Moderate
4506	4/9/2009	OO-ESG	DC 05	Closed	DC05 OO-ESG CLS not exposed on the H1PBL GUI	3-Moderate
4516	4/9/2009	B&C	DC4A - Kenan BP	Closed	TNs having 00082438 in legacy should have PGOZP provisioned on those lines. Ref A/C 2079855999049	3-Moderate
4543	4/10/2009	OO-WHSL	DC 06	Closed	LSR Pre-Order Loop Qual transaction (H) response differs from the LSR Pre-order Loop make-up transaction (J) response for the same address.	3-Moderate
4566	4/10/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible DL inquiry using finding name is not returning the DL information even after entering the required fields.	3-Moderate
4593	4/11/2009	B&C	DC4A - Kenan BP	Closed	FlatRate MTM and FlatRate Plus having wrong MSLs applied and all 4 below s/b enforced for all 4 plans.	3-Moderate
4602	4/12/2009	B&C	DC4D - 9.X & SKI	Closed	9.X For 2079478525029, 60 Minute Allowance is not being applied	3-Moderate
4603	4/12/2009	B&C	DC4A - Kenan BP	Closed	USAGE - For Account 6036477161581 usage credit is being given to the customer when not required	3-Moderate
4608	4/12/2009	B&C	DC4A - Kenan BP	Retest	ONEAN TalkUnite 30 s/h 30 min allowance. Allowance not calculating right.	3-Moderate
4625	4/13/2009	OO-RET	DC 16C	Closed	DC16C LQS EULs incorrectly show Wireline Type = Ethernet	3-Moderate
4633	4/13/2009	SS	DC 03A	Closed	Validations of ECL_COCHILD_YRK & ECL_RETIRECHILD_YRBK related tables need to be removed from the application. These validations related to AMDelta process/COEA which need to be eliminated from the FairPoint version of the system.	3-Moderate
4644	4/13/2009	OO-ESG	DC 06	Closed	DC06 Invincible Invalid USOC for Appointments in Siebel	3-Moderate
4651	4/3/2009	SS	DC 01	Closed	FIN-OIE- iExpense Expense Reports pending System Administrator Approval	3-Moderate
4662	3/30/2009	SS	DC 02	Closed	OTL custom script needs to be fixed to explode correct number of hours (was referring incorrect object version number)	3-Moderate
4696	2/12/2009	SS	DC 01	Closed	Error message received when updating the Buildings data in Oracle Property Manager	3-Moderate
4708	4/13/2009	B&C	DC4C - CBM	Closed	DC4C - CBM - Invincible eCustomer Initial Bill summary is from 1st BAN in list instead of selected BAN	3-Moderate
4710	2/9/2009	SS	DC 02	Closed	Vacation Advance Payback was incorrectly deducted	1-Critical
4712	2/9/2009	SS	DC 02	Closed	Invalid direct deposit accounts converted resulting in pay check funds not being deposited or deposited to wrong accounts	1-Critical
4713	2/9/2009	SS	DC 02	Closed	Medical and Dental credits should be set up as recurring elements	3-Moderate
4716	2/9/2009	SS	DC 02	Closed	Fidelity interface has incorrect mapping for sources (01,02,03,04,05,06) and refers incorrect payroll run	1-Critical
4722	4/13/2009	B&C	DC4A - Kenan BP	Closed	Account shows no active services in kenan or siebel however customer still getting new charges.	3-Moderate

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FIXED INCIDENTS

4736	4/14/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible KB, QB, DB AB Order Creation failing with the error "customer is not found for the given request type"	3-Moderate
4739	4/14/2009	B&C	DC4A - Kenan BP	Closed	Surcharges Discount not calculated correctly suspended accounts.	3-Moderate
4741	4/14/2009	B&C	DC4A - Kenan BP	Closed	'HCC missing	3-Moderate
4778	4/14/2009	P&C	DC 16B	Closed	1045 Report	3-Moderate
4779	4/14/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - xDSL Loop Qual If the Loop_Status for the EUL from the request is 'B' (Not Qualified) then we should return the address details, loop length, city, state, zip, loop_stat and rsnotqual.	3-Moderate
4781	4/14/2009	P&C	DC 16B	Closed	Logica Lookup Report Error	3-Moderate
4785	4/14/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP PUC Missing various Metrics in several Tabs	3-Moderate
4802	4/15/2009	OO-WHSL	DC 06	Closed	DC06 CB/V order creation is failing with the error "Unexpected error occurred in the system."	3-Moderate
4805	4/15/2009	OO-WHSL	DC 06	Closed	DC 06 invincible BB / V Order Creation failed and log Stuck at Entering getTelephoneNumbers	3-Moderate
4808	4/15/2009	B&C	DC4A - Kenan BP	Closed	CR - Tax: FairPoint Local Voice Plan - FET should be applied	3-Moderate
4815	4/15/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PR-6-01-3113 metrics have the same values for Retail as well as WHLS	3-Moderate
4816	4/15/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Scripts Need the attached scripts executed in KH and Invincible to update the asap.om ccna acna map table	3-Moderate
4840	4/15/2009	PRODUCT	DC4A - Kenan BP	Closed	Price for Life \$14.95 DSL SVC, now billing at \$17.99	3-Moderate
4851	4/15/2009	B&C	DC4A - Kenan BP	Closed	Two way flat rat \$1 credit should show as \$7 or \$9. Invoices displaying odd amounts.	3-Moderate
4857	4/15/2009	B&C	DC4A - Kenan BP	Closed	Tax: Account has a billing address outside of VT, NH, and ME and no taxes are calculated by vertex	3-Moderate
4860	4/15/2009	B&C	DC 10	Closed	USAGE - Updated CAP and MRC for LW3 (Lifeline Services)	3-Moderate
4861	4/15/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Calls having NPA of 242 is coming as Congo Rep which seems to be incorrect (Ref A/C - 6039293723652)	3-Moderate
4868	4/15/2009	OO-RET	DC 11	Closed	DC 11 N7PXA USOC NOT BEING SENT TO MARCH	3-Moderate
4885	4/16/2009	CONV	DC 10	Closed	DC10 : Crossconnection between splitter and DSLAM is not corect.	3-Moderate
4897	4/16/2009	OO-RET	DC 16C	Closed	DC16C GE WFM notes needs to handle @ symbol	3-Moderate
4902	4/16/2009	B&C	DC4A - Kenan BP	Closed	Parity Credit displaying as a Charge on CTX account	3-Moderate
4906	4/16/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Corporate Rewards Local plan is overriding the unlimited local plan for state NH	3-Moderate
4913	4/16/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP PUC - ME Tab Q1 CLEC specific totals not matching the Aggregate total	3-Moderate
4916	4/16/2009	B&C	DC4A - Kenan BP	Closed	Old miscellaneous adjustment appearing on invoice	3-Moderate
4917	4/1/2009	SS	DC 02	Closed	HR: New Hire workflow needs to have additional information	3-Moderate
4919	4/16/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - CSI Inquiry Siebel is returning an EUL of 51096170 on the 132.1 response but OM is returning an address that doesn't correspond to this EUL	3-Moderate
4924	4/16/2009	OO-WHSL	DC 12	Closed	DC 11 CKTID ERROR: Invalid or missing service code modifier or both for serv item ID: ...	3-Moderate
4925	4/16/2009	CAMP	DC 32	Closed	DC32 Camp Reporting VT FAMILY CHART Metrics in Section 2 out of order	3-Moderate
4934	4/16/2009	OO-RET	DC 06	Closed	DC05 Order rejecting with error message " SP_PSRAP _UPDATE_ATN: Change not allowed"	3-Moderate
4935	4/16/2009	B&C	DC 10	Closed	\$2 HSI discount is > \$2 w/o proration or promo end date effecting it	3-Moderate
4936	4/17/2009	B&C	DC4D - 9.X & SKI	Closed	Service Disconnects Failed For Packages with the error message "Service disconnect failed"	3-Moderate
4937	4/17/2009	B&C	DC4D - 9.X & SKI	Closed	Configuration Fallouts without specifif Component in description	3-Moderate
4948	4/17/2009	B&C	DC4A - Kenan BP	Closed	Multiple Instance of same product in kenan on same line but no order in Siebel.	3-Moderate
4956	4/17/2009	OO-RET	DC 05	Closed	DC05 Error invoking service 'SIS OM PMT Service' on centrex disconnect order	3-Moderate
4961	4/17/2009	B&C	DC 10	Closed	Fairpoint billed customer for time period that Verizon had already billed them for	3-Moderate
4966	4/17/2009	OO-RET	DC 06	Closed	Provisionig Plan Changes for NDSL and Static IP are required	3-Moderate
4971	4/17/2009	CAMP	DC 32	Closed	DC32 Camp Reporting VT CHECKLIST Summary - Formatting Issues	3-Moderate
4982	4/17/2009	CAMP	DC 32	Closed	DC32 Camp Reporting OR-4-11-1000 metric needs to be rebuilt - current code has issues	3-Moderate
4995	4/17/2009	OO-RET	DC 16C	Closed	DC16C CKTID2 field is being populated after removing spaces for Manual USAR	3-Moderate
5000	4/17/2009	B&C	DC4A - Kenan BP	Closed	No Siebel order, Kenan system order disconnecting Local Premier, yet pkg still appearing and overbilling	3-Moderate
5001	4/17/2009	B&C	DC4A - Kenan BP	Closed	Kenan system order adding 2 party residential lifeline to business account	3-Moderate
5015	4/18/2009	B&C	DC4A - Kenan BP	Closed	1FR-P in Kenan but not on invoice	3-Moderate
5018	4/18/2009	B&C	DC4A - Kenan BP	Closed	RTCUS not showing full amount	3-Moderate

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5029	4/19/2009	B&C	DC4D - 9.X & SKI	Closed	Complete disconnect of all products in Siebel yet 3 left in Kenan	3-Moderate
5031	4/19/2009	B&C	DC4A - Kenan BP	Closed	USAGE - A/C 8023887652246 has PGO8M (includes unlimited local) on TN 8023887652 but is still being charged for local calls	3-Moderate
5032	4/14/2009	B&C	DC4D - 9.X & SKI	Closed	LEC section missing and only surcharges displaying	3-Moderate
5059	4/20/2009	SS	DC 03A	Closed	Barcode_Hold page not displaying records bay wise	3-Moderate
5063	4/20/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order ReqType MB is creating shell order in M6, we should send a reject as MB is not supported	3-Moderate
5067	4/20/2009	OO-RET	DC 16C	Closed	DC16C Dead Count	3-Moderate
5088	4/20/2009	OO-RET	DC 11	Closed	Naviscore Change order failing due Invalid Object:Not able to Modify FCP parameter	3-Moderate
5094	4/20/2009	CONV	DC 10	Closed	Parent Serv primary Key in Line item table do not match with the Serv Item rel table	3-Moderate
5097	4/20/2009	B&C	DC4A - Kenan BP	Closed	RCRF3 Custom Payphone Svc - Monthly Credit \$30 displayed less on invoice - no inactive date or disconnect that should cause this	3-Moderate
5099	4/20/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order When an order is supped to ccancel and the DD task is unable to complete, still should be able to place an order against the TN	3-Moderate
5106	4/20/2009	B&C	DC4A - Kenan BP	Closed	Interstate DS1 Fixed Mileage missing on invoice	3-Moderate
5109	4/21/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order EB/C Orders are getting for the TN which are in multiple service locations on an order Need validation before order is created that there are not multiple service locations on an order	3-Moderate
5111	4/21/2009	OO-WHSL	DC 06	Closed	DC06 EB-B order creation is failing without any error description being send back to wisor	3-Moderate
5123	4/21/2009	OO-RET	DC 05	Closed	DC05 Invincible Assets view shows PIC of 'None', while order view shows FRP PIC	3-Moderate
5124	4/21/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM PORT OUT Order creation getting failed while the CLEC using Distinctive Ring TN as portednbr	3-Moderate
5143	4/21/2009	OO-RET	DC 05	Closed	NDSL - Siebel doesnt allow Non-Affiliated DSL orders to be customized.	3-Moderate
5145	4/21/2009	OO-RET	DC 05	Closed	DC05 Invincible Assets not pulled onto (restore) order	3-Moderate
5159	4/21/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Calls to Canada appear as calls to Burkina Faso in Africa and rated as so.	3-Moderate
5183	4/22/2009	OO-WHSL	DC 06	Closed	DC 06 Customer Account number missing for Access Customer 'ORR'	3-Moderate
5191	4/20/2009	SS	DC 02	Closed	Payroll: Basic Savings Plan AT ER element calculating the match incorrectly	3-Moderate
5196	4/22/2009	OO-RET	DC 06	Closed	DSL Change Orders with new POTS Line are missing ASN-EQ Task	3-Moderate
5202	4/22/2009	B&C	DC4A - Kenan BP	Closed	Surcharges and Taxes appear to be doubles on a single line account	3-Moderate
5210	4/25/2009	SS	DC 01	Closed	Request for updating the CPR code to account for freight charges uploaded manually	3-Moderate
5211	4/22/2009	OO-RET	DC 05	Closed	ESG1 - Expose Opportunity ID in the Listed Applets/Views	3-Moderate
5213	4/22/2009	PRODUCT	DC4A - Kenan BP	Closed	PUC 6034249162 - Customer should be getting billed \$12.99, not \$17.99	3-Moderate
5214	4/22/2009	OO-RET	DC 05	Closed	ESG3: Product Field in Displaying USOC Data in Opportunities	3-Moderate
5219	4/22/2009	OO-RET	DC 05	Closed	DC05 RIS_DRYLOOP does not pull onto modify of EMAIL order	3-Moderate
5225	4/22/2009	OO-WHSL	DC 06	Closed	DC 06 Clarification: CFA - CHANNELS NOT AVAILABLE when channel is being disconnected	3-Moderate
5226	4/22/2009	SS	DC 01	Closed	FIN - PA: Request for updating the FairPoint Project Report by Account	3-Moderate
5229	4/22/2009	B&C	DC4A - Kenan BP	Closed	Tracking Defect: Kenan only orders causing out of sync issues w/ Siebel (over/under billing)	3-Moderate
5230	4/22/2009	OO-RET	DC 06	Closed	G1 Does not Successfully parse addr_In(s) 1-3 when all data is provided in addr_In1	3-Moderate
5231	4/22/2009	B&C	DC4A - Kenan BP	Closed	%5 Plan Discount not in Siebel. But in Kenan and showing up on invoice.	3-Moderate
5248	4/23/2009	OO-WHSL	DC 06	Closed	PLN issue - OM is generating line loss report under wrong RNSP - due to improper mapping of OCN to cust id, etc	3-Moderate
5261	4/23/2009	B&C	DC4A - Kenan BP	Deployed	Customer not being billed for active assets in kenan.	3-Moderate
5270	4/23/2009	PRODUCT	DC 06	Closed	Add a new subcategory to INV for Administrative Numbers	3-Moderate
5271	4/23/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP SPECIFIC CLEC Specific Adj Metrics out of Order	3-Moderate
5272	4/23/2009	B&C	DC4A - Kenan BP	Closed	FRP Optional Toll Calling plan rates not configured in PWB	3-Moderate
5302	4/24/2009	OO-WHSL	DC 06	Closed	DC06 Cons KH Wrong error code returned for error message- No Services are associated with the BAN	3-Moderate
5310	4/24/2009	OO-RET	DC 12	Closed	MWI, MSS, CFND, CFNB, RCYC data not going to ASAP	3-Moderate
5314	4/24/2009	OO-WHSL	DC 06	Closed	DC06 Invincible New Provisioning Plan(s) Required for Facility Modification Orders	3-Moderate
5316	4/23/2009	B&C	DC4A - Kenan BP	Closed	OLVXX Unlimited Regional Toll not working (ME/NH/VT)	3-Moderate
5317	4/24/2009	OO-WHSL	DC 06	Closed	DC06 INVINCIBLE Sub-Loop Provisioning Plan Requires Modification for Facility Assignment in GESW	3-Moderate
5318	4/24/2009	SS	DC 01	Closed	SCM-INV Buyer ID Fix	3-Moderate
5319	4/24/2009	OO-WHSL	DC 06	Closed	ASR Order Inquiry Plans are needed for ATM and Private Line Products	3-Moderate

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5320	4/24/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Miscellaneous Queue Mapping Modifications for Provisioning Plans	3-Moderate
5322	4/24/2009	OO-RET	DC 06	Closed	RTL INVENTORY UPDATE plan is missing an AUTO_ISS task and a task to update Siebel	3-Moderate
5327	4/24/2009	OO-WHSL	DC 06	Closed	DC06 TN Switch Incorrect TN Switch assigned to EUL location in Laconia, NH	3-Moderate
5337	4/24/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - xDSL Loop Qual We need to create a reference table in order to return the description of Reason Not Qualified Code and not just the code	3-Moderate
5338	4/24/2009	OO-WHSL	DC 06	Closed	DC 06 Clarification: CFA - CHANNELS NOT AVAILABLE when channel is being CHANGED (related to 5225)	3-Moderate
5351	4/25/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - Address Validation Duplicate addresses exist in the asap.vw_om_search_address table so we need one of these addresses removed	3-Moderate
5354	4/26/2009	OO-WHSL	DC 05	Closed	DC05 Directory Listing Siebel not returning all listing information on the 132.1 response	3-Moderate
5356	4/26/2009	OO-WHSL	DC 06	Closed	DC 16 LSR Orders New loop work orders are being created without the customer name	3-Moderate
5370	4/27/2009	OO-WHSL	DC 06	Closed	DC06 C2 ERR Order is creating when an Invalid Zip Code is given.	3-Moderate
5374	4/27/2009	PRODUCT	DC 16D	Closed	Pole number field should allow spaces between numbers in PRS Application	3-Moderate
5375	4/27/2009	OO-WHSL	DC 05	Closed	DC05 LSR Preorder - CSI Inquiry Siebel is returning an ATN that is 13 characters in length but the schema defined the ATN field as 10 characters	3-Moderate
5378	4/27/2009	OO-WHSL	DC 06	Closed	Fallout ASRBCN task failure - order xml not available in database.	3-Moderate
5379	4/27/2009	CONV	DC 10	Closed	Incorrect Circuit migrated for DSL Services	3-Moderate
5380	4/27/2009	B&C	DC4A - Kenan BP	Closed	PGO3F, PGO4R underbilling by 2.80 No Siebel orders or Kenan orders adding/removing anything from pkg	3-Moderate
5381	4/27/2009	SA	DC 16	Closed	DC16 WDS in CRONTAB are out of synch with scenarios in SA	3-Moderate
5383	4/27/2009	B&C	DC4A - Kenan BP	Closed	Surcharge -Call out: Multiple active products on same line	3-Moderate
5384	4/27/2009	B&C	DC4A - Kenan BP	Closed	Surcharge-Callout -Multiple BVS line overrides.	3-Moderate
5386	4/27/2009	OO-WHSL	DC 12A	Closed	DC 10 Several TN's converted as "ported out" when they should be "local company owned"	3-Moderate
5388	4/27/2009	B&C	DC4A - Kenan BP	Closed	Account Corrections: - Interface: Kenan System Order generated replicating what a previous Siebel to Kenan order already generated.	3-Moderate
5390	4/27/2009	OO-WHSL	DC 06	Closed	DC06 Scripts We need the attached scripts executed in KH and Invincible so that orders can be placed using CCNA/ACNA of 'WCG'	3-Moderate
5392	4/27/2009	PRODUCT	DC 05	Closed	DC05 Product Config Rule conflict for PGO8H	3-Moderate
5396	4/27/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Circuit ID is not being returned on LSR FOCs	3-Moderate
5400	4/27/2009	OO-RET	DC 16C	Closed	DC16C LST	3-Moderate
5403	4/27/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Force Default Provisioning Plan Assignment for All ASRs with a Project ID	3-Moderate
5405	4/27/2009	OO-WHSL	DC 06	Closed	DC06 DB/V - Line Split On DB/V orders with Line Split the DSL is getting disconnected but it's not getting reconnected on the new order	3-Moderate
5414	4/27/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Business Extra plan rounding up to minutes for Maine accounts - ONLY CR499 Adj Pending	3-Moderate
5415	4/27/2009	OO-RET	DC 16C	Closed	When HSI returns the value of "Conditional" no speed are present in the applet	3-Moderate
5416	4/27/2009	OO-RET	DC 05	Closed	Assets are unable to be added to an order, getting error invoking service.	3-Moderate
5419	4/27/2009	OO-WHSL	DC 06	Closed	DC06 Invincible ASR CFA Inquiry only returning partial results	3-Moderate
5422	4/27/2009	OO-WHSL	DC 05	Closed	DC05 CSI Inquiry The FIDs on the account in Siebel are not being sent in the 132.1 response for the CSI Inquiry	3-Moderate
5425	4/27/2009	CAMP	DC 32	Closed	DC32 Camp Reporting "Linecount" column needs to be revised to only count orders that create new lines	3-Moderate
5427	4/27/2009	OO-WHSL	DC 05	Closed	DC05 CSI Inquiry The 132.1 response is never returned from Siebel to OM for Account 2072834628	3-Moderate
5428	4/27/2009	OO-RET	DC 06	Closed	DPA M6 only shows adding milage, no secondary location shows up and the DPA isn't getting installed	3-Moderate
5438	4/28/2009	OO-WHSL	DC 06	Closed	DC12 WISOR-OM For AB/N Maine Circuit ID is assigning for NH address	3-Moderate
5450	4/28/2009	OO-WHSL	DC 06	Closed	DC 12 LSR Orders For Port In orders where the TN was never in our inventory, need to create the TN automatically	3-Moderate
5458	4/28/2009	SS	DC 01	Closed	FIN - FA: Account code combination for the generated segment does not exist - Fixed Assets	3-Moderate
5462	4/28/2009	SS	DC 02	Closed	Union dues for Organization Finance-Accounts Payable and Finance-Payroll are not being deducted	3-Moderate
5464	4/28/2009	B&C	DC4A - Kenan BP	Closed	USAGE Call Around 603 rating in Minutes should be rating in seconds	3-Moderate
5468	4/28/2009	OO-RET	DC 05	Closed	DC05 Invincible Update to OM-102004I exception message to read "Switch Info is not available."	3-Moderate
5469	4/28/2009	OO-RET	DC 05	Closed	DC05 Invincible CKTID not updated in Siebel when a new TN is retrieved	3-Moderate
5475	4/28/2009	OO-WHSL	DC 06	Closed	DC06 ASR Preorder - Location Inquiry Response indicates a partial match but doesn't return any of the partial matches	3-Moderate

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5480	4/28/2009	OO-WHSL	DC 05	Closed	DC05 CSI Inquiry The USOCs on the account in Siebel are not being returned on the 132.1 response for the CSI Inquiry with an ATN of 2078725522	3-Moderate
5486	4/28/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Three Way (Pay Per Use) Cap not getting applied	3-Moderate
5487	4/28/2009	OO-WHSL	DC 06	Closed	DC 06 CFA Validation for Supplements	3-Moderate
5493	4/28/2009	OO-WHSL	DC 12	Closed	DC12 Invincible Cannot open CLM circuit ID because of the attached error message	3-Moderate
5501	4/28/2009	PRODUCT	DC 06	Closed	Change the length of HTG field from 1-34 to 1-100.	3-Moderate
5506	4/28/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Need an additional CFA validation when FNI is populated on the order	3-Moderate
5507	4/28/2009	OO-WHSL	DC 12	Closed	DC12 Invincible For RD, need also to ignore the leading 'W' value on FNIs	3-Moderate
5509	4/28/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Need to update CFA location validation to check against Priloc	3-Moderate
5512	4/28/2009	OO-WHSL	DC 12	Closed	DC 12 Update to circuit prefix logic	3-Moderate
5515	4/28/2009	B&C	DC4A - Kenan BP	Closed	USAGE - CAP for RW3 calculating at 21.04 instead of 21.05	3-Moderate
5524	4/29/2009	OO-WHSL	DC 06	Closed	DC 06 Invincible DB / C, Order Creation failed with Error "Unable to create an order in the system"	3-Moderate
5529	4/29/2009	OO-RET	DC 16C	Closed	DC16C WOL TE disappears on remove assignment	3-Moderate
5530	4/29/2009	SS	DC 01	Closed	FIN-GL Uploading JE in Oracle getting error	3-Moderate
5536	4/29/2009	OO-RET	DC 05	Closed	DC05 Pricing TN to Rate Group Mapping does not always appear after reserve TN	3-Moderate
5543	4/29/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - Address Validation After entering an address from a partial match response I still receive a partial match when I should actually receive an exact match	3-Moderate
5545	4/29/2009	OO-WHSL	DC 12A	Closed	DC 10 Need CSPCs loaded for MA (and other non-NH, VT or ME) locations	3-Moderate
5551	4/29/2009	B&C	DC4A - Kenan BP	Closed	Bill Media Mismatch between Siebel and Kenan	3-Moderate
5554	4/29/2009	B&C	DC4A - Kenan BP	Closed	Payment Processing: 158.1 has spacing issue in datafile header	3-Moderate
5560	4/29/2009	OO-RET	DC 10	Closed	DC06 DVC value in serv_item_value table causing errors while removing PVCs	3-Moderate
5561	4/29/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Service Inquiry Orders are Auto-Assigning Firm Order Provisioning Plan	3-Moderate
5582	4/30/2009	OO-WHSL	DC 06	Closed	DC06 KH ERR An error message should throw when the ZIP code doesn't match with the zip code on the existing account.	3-Moderate
5585	4/30/2009	OO-WHSL	DC 06	Closed	DC06 KH ERR Throwing wrong error message and error code " The telephone number provided is not in-service."	3-Moderate
5588	4/30/2009	OO-WHSL	DC 06	Closed	DC06 DB/S LTOS -L- DSL Suspend Order creation is getting failed with the error message "Unable to create an order in the system"	3-Moderate
5594	4/30/2009	OO-WHSL	DC 10	Closed	DC10 Invincible Office class is null for almost all switching CLLIs	3-Moderate
5606	4/30/2009	OO-RET	DC 05	Closed	DC05 Invincible Update exception message for missing primary contact on account	3-Moderate
5608	4/30/2009	OO-WHSL	DC 06	Closed	DC 06 SUP 2 Not updating date or sup field, but is rolling back tasks	3-Moderate
5617	4/30/2009	OO-WHSL	DC 06	Closed	DC06 Migrate orders (ACT V and W) should not require GESW,ACTIVATE and ASN-EQ (MANUAL ORDERS)	3-Moderate
5624	4/30/2009	OO-RET	DC 05	Closed	DC05 Invincible Customize exception message for mandatory / invalid address	3-Moderate
5627	4/30/2009	OO-ESG	DC 06	Closed	For ISDN-PRI, the facility should be ordered on a PSR. Provisioning plan is needed for this.	3-Moderate
5639	5/1/2009	OO-RET	DC 05	Closed	Asset Mgmt- Assets View Thin FRP needs Fields Exposed	3-Moderate
5643	5/1/2009	B&C	DC4A - Kenan BP	Closed	Payment Processing: 112.3 Interface tries to pull CHECKS.* rather than 20101.boa*	3-Moderate
5648	5/1/2009	SS	DC 01	Closed	FIN - PA: Update for CPR capitalization code for generating asset lines in Oracle Projects	3-Moderate
5651	5/1/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Translations Only Provisioning Plans Required for FG B&D and SS7 Trunk Orders	3-Moderate
5660	5/1/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - xDSL Loop Qual If the loop status of the EUL provided on the request is 'B' (Not Qualified) then we should not send the LPAC (Loop Product Available Code) in the response	3-Moderate
5663	5/1/2009	B&C	DC4A - Kenan BP	Closed	USAGE - 50% discount on Call Area A and B needs to be configured for off-peak hours - CR499 PENDING	3-Moderate
5666	5/2/2009	OO-WHSL	DC 06	Closed	Dc 06 CB-V order with wholesale (POTS + DSL) line is not disconnecting the DSL and dry loop is not creating	3-Moderate
5696	5/4/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM DB/N order creation is getting failed with "Invalid PIC and/or LPIC provided " while the PIC is 5102 and LPIC is NONE.	3-Moderate
5698	5/4/2009	OO-WHSL	DC 06	Closed	dc06 WISOR-OM DB/C LNA D order creation is getting failed with "Error while creating services".	3-Moderate
5699	5/4/2009	CONV	DC 10	Closed	Space issue in the manf code in the master_parts table for Manf_code field	3-Moderate
5700	5/4/2009	CONV	DC 10	Closed	Space issue in the manf code in the master_parts table	3-Moderate
5712	5/4/2009	PRODUCT	DC 10	Closed	DC05 Product Config Remove USOC ZCRDT and constraint in PI	3-Moderate
5713	4/28/2009	SS	DC 02	Closed	HR: TALX Interface modification 3to send YTD Balances for all employees if the balance is Non Zero	3-Moderate

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SYSTEMS DEFECT LIST
FIXED INCIDENTS

5723	5/4/2009	OO-RET	DC 05	Closed	DC05 Error invoking service 'SIS OM PMT Service', method 'Iterate Process For Selected Nodes' at step 'Disconnect Selections'	3-Moderate
5733	5/4/2009	B&C	DC4A - Kenan BP	Approved	Unable to exempt account from being charged surcharges	3-Moderate
5741	5/5/2009	OO-WHSL	DC 06	Closed	DC06 CB V Order creation fails due to unable to assign prov plan	3-Moderate
5743	5/5/2009	OO-WHSL	DC 06	Closed	DC06 CB\V order failing with the error "SP_PSRAPI_UPDATE_VALUES: The max number of values have been entered for label =CTG"	3-Moderate
5745	5/5/2009	OO-WHSL	DC 06	Closed	DC06 CB\V order failing with the error "SP_PSRAPI_DELETE_VALUES: Unable to delete or disconnect the value, the activity code is invalid"	3-Moderate
5752	5/5/2009	OO-WHSL	DC 06	Closed	DC 06 Error sent 'Main listing for LTN...' when the DL form and the ELT field is not populated	3-Moderate
5759	5/5/2009	OO-WHSL	DC 06	Closed	DC06 Invincible All WFM tasks in the ASR Provisioning Plans should be routed to the TICKETS queue	3-Moderate
5761	5/5/2009	B&C	DC4A - Kenan BP	Closed	Account has two instance of HSI for the same service instance. Second instance looks to be added by CR499.	3-Moderate
5771	5/8/2009	OO-WHSL	DC 06	Deployed	Wrong Job Code Assigned to WO for IDLC Cut	3-Moderate
5773	5/5/2009	OO-WHSL	DC 06	Closed	DC06 Wholesale Scripts Need the attached scripts to add a CCNA value to the asap.om_acna_ccna table	3-Moderate
5774	5/5/2009	PRODUCT	DC4A - Kenan BP	Closed	FRP Marketing: Bundle Changes in PWB	3-Moderate
5777	5/5/2009	OO-WHSL	DC 05	Closed	DC06 LSR Preorder - DL and CSI For National White Page accounts we should only send back the listing information for the account provided on the request	3-Moderate
5783	5/5/2009	B&C	DC4A - Kenan BP	Closed	Payment Processing: 109.4 Is not updating Kenan Profiles under certain scenario	3-Moderate
5784	5/5/2009	B&C	DC4A - Kenan BP	Closed	Payment Processing: 129.1 Interface did not update payment trans (Recurring Credit Card status update from TSYs)	3-Moderate
5789	4/30/2009	B&C	DC4A - Kenan BP	Closed	Invalid discount configuration	3-Moderate
5804	5/6/2009	OO-WHSL	DC 06	Closed	DC06 ERR CB V Order creation fails- An Error occurred during the Custom Validation Procedure: -2 Pending order exists against this	3-Moderate
5813	5/6/2009	B&C	DC4A - Kenan BP	Closed	Order Id: 1-23060031 failed for USOCs VD1MX , VD1O1, 9PZP1	3-Moderate
5815	5/6/2009	OO-RET	DC 10	Closed	RVS_DRYLOOP exists with no RIS_DRYLOOP	3-Moderate
5831	5/6/2009	B&C	DC4A - Kenan BP	Closed	FRP Marketing: Need to build 1.5M speed in Internet SIs	3-Moderate
5832	5/6/2009	PRODUCT	DC4A - Kenan BP	Closed	FRP Marketing: Need to build M2M USOCs for the 768K speed	3-Moderate
5834	5/6/2009	PRODUCT	DC4A - Kenan BP	Closed	FRP Marketing: Product Name HSI changes	3-Moderate
5837	5/6/2009	OO-RET	DC 05	Closed	customer desired due date should default to today or greater than	3-Moderate
5855	5/6/2009	OO-WHSL	DC 06	Closed	DC06 Invincible M6 should require the ASR.ECCKT field for the MD order scenarios ACTI=A,B	3-Moderate
5856	5/6/2009	OO-WHSL	DC 06	Closed	DC 06 Manually assigned Jeop Code '2B' not being sent back to Wisor	3-Moderate
5857	5/6/2009	OO-RET	DC 05	Closed	Modify RVS throws Modify RVS SIS OM Edit Complex Asset Workflow Error	3-Moderate
5860	5/6/2009	CONV	DC 12A	Closed	DC10 TN 6032713410 coming up on incorrect customer account in M6	3-Moderate
5862	5/6/2009	B&C	DC4A - Kenan BP	Closed	USAGE - Unlimited local DA discount is giving a 100% discount to Call Complete calls.	3-Moderate
5868	5/6/2009	OO-WHSL	DC 06	Closed	DC06 New implementation to handle Line Share\Split circuits not in the CIRCUIT Table	3-Moderate
5883	5/7/2009	OO-WHSL	DC 06	Closed	DC06 Wisor Schema Update The Wisor Base schema has been updated to change the field definition of the CUSCODE field to 'String' from 'UnsignedLong' so that leading zeros are not dropped	3-Moderate
5890	5/7/2009	OO-WHSL	DC 06	Closed	DC 06 Wrong Start Time and End Time for OSP HotCut WOs with HOTCUTT job code	3-Moderate
5892	5/7/2009	OO-WHSL	DC 06	Closed	DC06 Invincible SALI error thrown when address is present in M6 End User	3-Moderate
5894	5/7/2009	OO-WHSL	DC 06	Closed	DC06 Please run the attached script for Subloops	3-Moderate
5895	5/7/2009	OO-WHSL	DC 05	Closed	DC05 LSR Preorder - CSI Inquiry Siebel returning an error of 'There is a problem in processing the response. Please contact System Administrator.' for an account that is showing as Active	3-Moderate
5896	5/7/2009	OO-RET	DC 05	Closed	RIS_DRYLOOP does not pull automatically on modify of EMAIL order	3-Moderate
5910	5/8/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM RCF Disconnect Order creation is getting failed with "Unable to process item Wholesale RCF Line Product group 6464."	3-Moderate
5913	5/8/2009	OO-WHSL	DC 06	Closed	DC06 JB N JB N order creation fails with error Error while creating services	3-Moderate
5917	5/8/2009	OO-RET	DC 06	Closed	Order in M6 different the order submitted from Siebel	3-Moderate
5919	5/8/2009	B&C	DC4C - CBM	Closed	CBM - Javascript warning causes error for older versions of IE.	3-Moderate

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SYSTEMS DEFECT LIST
FIXED INCIDENTS

5921	5/8/2009	SS	DC 02	Closed	OTL: Certain employees did not have timecard data transfer for the 4/19 - 4/25 and 4/26 - 5/2 pay periods	3-Moderate
5924	5/8/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP PUC Tab-L CCAP --- 'R3' should appear 2x for PO-6-01-6000	3-Moderate
5940	5/8/2009	OO-WHSL	DC 06	Closed	DC06 DB\N orders for RCF are failing with the error message "The system cannot derive a class of service from the information provided"	3-Moderate
5943	5/8/2009	B&C	DC4B - Mediation	Closed	USAGE - For a/c 8024649740286, customer is being charged for calls when there is a unlimited calling package.	3-Moderate
5950	5/9/2009	OO-RET	DC4A - Kenan BP	Closed	DC04 Component 42113 for BIS is getting Error calculating a base charge quote	3-Moderate
5970	5/11/2009	SS	DC 03A	Closed	Provide Delete function in Master Parts Screen	3-Moderate
5971	5/11/2009	OO-WHSL	DC 12A	Closed	DC06 CBV orders are failing with error message "The zip code provided on the EU form does not match the zip code on the existing account."	3-Moderate
5975	5/11/2009	OO-WHSL	DC 06	Closed	DC06 JB D Order creation fails with invalid error message "The telephone number or circuit provided is already in-service or in an incorrect status."	3-Moderate
5981	5/11/2009	OO-WHSL	DC 24	Closed	DC 24 Order is failing at GESW because KDJUX USOC is not loaded	3-Moderate
5994	5/11/2009	OO-RET	DC 05	Closed	Distinctive Ring PN FID Length Validation to be removed	3-Moderate
5998	5/11/2009	OO-RET	DC 05	Closed	DC05 Invincible TN validations prevent changing customer from ala carte distinctive ring to distinctive ring under the package & vice versa	3-Moderate
6001	5/11/2009	B&C	DC4A - Kenan BP	Closed	DC04 ETF Issue VAS is applying the ETF charge as a NRC on the Add	3-Moderate
6003	5/11/2009	B&C	DC4A - Kenan BP	Closed	Customer still being billed even when customer assets have been disconnected in Kenan.	3-Moderate
6004	5/11/2009	B&C	DC4A - Kenan BP	Closed	Error Received When Attempting to Reverse a Payment	3-Moderate
6018	5/11/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - TN Assignment When submitting a TN Assignment Inquiry (TXTYP = B/E) an error is returned on the response with a message of 'Partial Quantity of Telephone Numbers/Loops Available'	3-Moderate
6045	5/12/2009	OO-RET	DC 12	Closed	DC12 Invincible SUSPENDED POTS Lines Migrated Without OE	3-Moderate
6046	5/12/2009	CONV	DC 10	Closed	Accounts not billed since cutover	3-Moderate
6050	5/12/2009	CAMP	DC 32	Closed	DC32 Camp Reporting We need the -- Verizon_Mass_Markets_SLA_Report_WAPR	3-Moderate
6052	5/12/2009	B&C	DC4A - Kenan BP	Closed	Payment Processing: 112.3 - Statement date needs to be accurately set in EFT process	3-Moderate
6069	5/13/2009	OO-WHSL	DC 06	Closed	DC06 DB B Order creation fails with a Vague error message for PON 2073534605R	3-Moderate
6081	5/13/2009	OO-RET	DC 05	Closed	Unable to add TOFC to a suspend/restore orders	3-Moderate
6087	5/13/2009	OO-WHSL	DC 06	Closed	FOC on ASRs needs to go based on the DDD in M6, not an echo back off Synchronoss xml	3-Moderate
6098	5/22/2009	SS	DC 01	Closed	FIN - PA: FairPoint Project Report by Account report for PA to GL reconciliation not showing correct TPUC balances	3-Moderate
6100	5/13/2009	SS	DC 01	Closed	FIN - FA: Periodic Mass Copy for Tax books during Mar-09	3-Moderate
6101	5/13/2009	CONV	DC4B - Mediation	Closed	USAGE CAST - For Account 2077606200331, the DA calls are incorrectly being passed as regular calls.	3-Moderate
6102	5/13/2009	OO-RET	DC 10	Closed	DC-10 Missing circuit design CLR/DLR on POTS line.	3-Moderate
6105	5/13/2009	OO-ESG	DC 06	Closed	Provisioning Plans needed for Cocots Coin Services.	3-Moderate
6106	5/13/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP PUC ALL STATES OR-4-11-1000 stat Score should be '-2'	3-Moderate
6107	5/13/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Shell orders are creating in M6, but also sending reject messages.	3-Moderate
6118	5/13/2009	CAMP	SS 05- Infrastructure	Closed	DC32 Camp Reporting Row numbers and Column Alphabets showing in Reports	3-Moderate
6121	5/13/2009	OO-RET	DC 05	Closed	FFTP - The FAST Voice orders get SVC CTG = POTS1 instead of 'FFTP' in the M6 label values.	3-Moderate
6122	5/13/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC ALL STATES - Tab K, PR-9-08-3533 -- Observations but no Perf	3-Moderate
6132	5/13/2009	B&C	DC4B - Mediation	Closed	USAGE Carribean calls incorrectly rated	3-Moderate
6136	5/13/2009	OO-WHSL	DC 06	Closed	DC06 CBV which have WADSL on it should disconnect the DSL (it should not be retained)	3-Moderate
6149	5/13/2009	OO-WHSL	DC 05	Closed	DC05 CSI Inquiry Receiving schema validation issue on the 132.1 response due to an email address being returned in the WorkingTN tag	3-Moderate
6150	5/13/2009	OO-WHSL	DC 05	Closed	DC05 CSI Inquiry Receiving a Backside Connection Error on the 132.1 response because the query executed by Siebel to retrieve the data for the response is exceeding the time limits	3-Moderate
6158	5/14/2009	OO-WHSL	DC 06	Closed	DC06 LSR Order Responses The PCN and BCN responses for some LSR orders are being returned with the incorrect version	3-Moderate
6159	5/14/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - SO Inquiry Need to update fields returned on the Service Order Inquiry response	3-Moderate
6161	5/14/2009	OO-RET	DC 06	Closed	WINBACK - the FAST provisioning plans need to be included in the NPAC rule.	3-Moderate

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6162	5/14/2009	OO-ESG	DC 05	Closed	Field Name Change & Expose a Field	3-Moderate
6164	5/14/2009	CAMP	DC 32	Closed	DC32 Camp Reporting WSA MCI-WARR report the P Values are all '0'	3-Moderate
6172	5/14/2009	OO-WHSL	DC 06	Closed	DC06 Invincible M6 is not sending ASR Jeopardies back to Wisor	3-Moderate
6175	5/14/2009	CAMP	DC 32	Closed	DC32 CAMP reporting C2C report is not populating the data correctly for certain metrics	3-Moderate
6184	5/14/2009	OO-ESG	DC 06	Closed	DC05 Invincible Modifications for Suspend Orders Required	3-Moderate
6185	5/14/2009	B&C	DC4C - CBM	Closed	Payment Reversals not reflect on CBM payment history screen	3-Moderate
6198	5/14/2009	B&C	DC4B - Mediation	Closed	USAGE - For a/c 2072364393881, Costa Rica calls being charged Canada rates	3-Moderate
6199	5/15/2009	OO-WHSL	DC 06	Closed	DC06 JB C Order creation fails with Unable to create an order in the system	3-Moderate
6215	5/15/2009	OO-WHSL	DC 06	Closed	DC06 BB\W orders which have multiple EUL's associated with the order should be rejected back to the CLEC	3-Moderate
6229	5/15/2009	OO-WHSL	DC 12A	Closed	DC06 Invalid error message is being returned for CB\W orders when the TN is not in M6	3-Moderate
6236	5/15/2009	OO-WHSL	DC 06	Closed	Dc 06 LSR Orders ISDN BRI orders are failing to assign CKT ID	3-Moderate
6248	5/17/2009	OO-ESG	DC 16C	Closed	DC16C Related Items on SAR displays inaccurate information	3-Moderate
6252	5/17/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - Loop Makeup OM is returning a blank tag on the response for a Loop Makeup response causing a schema validation issue in EAI	3-Moderate
6260	5/18/2009	OO-WHSL	DC 06	Closed	DC06 CB\W CB\W order is not creating for a "UNE Local Switch Port" TN. Order creation fails with "There is no current provisioning plan available for the product requested. Please contact FairPoint Help Desk	3-Moderate
6268	5/18/2009	B&C	DC4B - Mediation	Closed	USAGE CR - PRI Billing	3-Moderate
6274	5/18/2009	SS	DC 03A	Closed	FRC dollars and not remove the dollars associated with 357C	3-Moderate
6275	5/18/2009	SS	DC 03A	Closed	Missing Jobs in Lorrie's queries	3-Moderate
6276	5/18/2009	SS	DC 03A	Closed	MOD3 TEO TRACKER DATES, it only appears to be pulling jobs where the Completion notice had been issued.	3-Moderate
6279	5/18/2009	CAMP	DC 32	Closed	DC32 Camp Reporting WSA Reports Standards are missing	3-Moderate
6280	5/18/2009	CAMP	DC 32	Closed	DC32 Camp Reporting WSA Reports Missing Metric and Column With and Missing BI-9-01-3140	3-Moderate
6292	5/18/2009	OO-WHSL	DC 06	Closed	DC-06 Jeopardy code mapping for OSS-120041E to 1A.	3-Moderate
6293	5/18/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC VT - Missing -- PR-9-01-3520 on tab S	3-Moderate
6295	5/18/2009	OO-ESG	DC 10	Closed	DC10 OO-ESG Error copying the Service Item	3-Moderate
6299	5/18/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - Address Validation When submitting an address validation for '33 Brown St, Whitefield, NH 03598' we receive an alternative match when an exact match should be returned	3-Moderate
6302	5/18/2009	OO-RET	DC 05	Closed	DSL static modems are not shipped to the customer	3-Moderate
6304	5/18/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC ALL TAB U NP-1-04-5000 Shows CLECs with no data	3-Moderate
6309	5/18/2009	OO-RET	DC 06	Closed	A manual task needed in the FIOS plan to manually configure and activate the router.	3-Moderate
6322	5/19/2009	OO-WHSL	DC 06	Closed	DC06 DB C Order failing with error ERROR WHILE PROCESSING ORDER Please verify service order details	3-Moderate
6323	5/19/2009	OO-WHSL	DC 06	Closed	DC06 EB N EBN with TNS and LTN = 0000000000 , the error message The TNS and LTN are not the same. Please correct the fields and resend the order is invalid	3-Moderate
6325	5/19/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM DB/W and EB\W(Business Voice to WHSL POTS)order creation is getting failed while clec is changing PIC, LPIC.	3-Moderate
6327	5/19/2009	OO-WHSL	DC 06	Closed	132.1 NACK should be sent back to WISOR	3-Moderate
6331	5/19/2009	OO-WHSL	DC 06	Closed	DC06 WISOR-OM DB/V Order with features NNK and AYW creation is getting failed with the error message "There is no current provisioning plan available for the product requested. Please contact FairPoint Help Desk."	3-Moderate
6340	5/19/2009	CONV	DC 16C	Closed	DC 16C GESW BP status remain Dead after LOC designation is changed from Dead to Live count.	3-Moderate
6342	5/19/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - xDSL Loop Qual If the Loop_Status for the EUL from the request is 'B' (Not Qualified) then we should return the address details, loop length, city, state, zip, loop_stat and rsnnotqual.	3-Moderate
6364	5/19/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - CSI Inquiry If a CLEC Owned TN (Ported Out) is submitted on the CSI Inquiry then we should return an error stating 'Account not available from this system'	3-Moderate
6374	5/19/2009	CAMP	DC 32	Closed	DC32 Camp Reporting PAP_PUC ME PR-9-01-3520 tab S shows 0.05 for misses and it should show129	3-Moderate
6384	5/4/2009	SA	DC 14	Closed	Netcool AEL windows are not popping up in netcool	3-Moderate
6388	5/4/2009	SA	DC 14	Closed	Unable to Open Filters in Netcool	3-Moderate
6402	5/19/2009	SA	DC 13	Closed	DC13 Certain types of circuits need to be mapped to POTS troubles, not Specials	3-Moderate
6403	5/19/2009	CONV	DC 16C	Closed	DC 16C GESW BP status are not getting set to In Service on confirmation.	3-Moderate
6410	5/19/2009	SA	DC 13	Closed	DC13 teleNetwork to send "Business" as CustomerType	3-Moderate

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FIXED INCIDENTS

6431	4/22/2009	SA	DC 15	Closed	Switch Performance report Issues	3-Moderate
6440	5/20/2009	SS	DC 03A	Closed	implement validation in item master staging	3-Moderate
6441	5/20/2009	OO-ESG	DC 06	Closed	DC06 Invincible Provisioning Plan Modifications Requested by FRP SWAT Team	3-Moderate
6443	5/20/2009	OO-WHSL	DC 12A	Closed	DC06 WISOR-OM CB/V Order creation is getting failed with "There is no current provisioning plan available for the product requested. Please contact FairPoint Help Desk"	3-Moderate
6450	5/20/2009	SA	DC 16	Closed	New IM Area mapping for 9 SWC.	3-Moderate
6460	5/20/2009	OO-RET	DC 05	Closed	WINBACK- Orders with dist ring winback cannot be submitted from Siebel because of the Get TN validation.	3-Moderate
6463	5/20/2009	B&C	DC4A - Kenan BP	Closed	MSL Shortfall not calculating correctly	3-Moderate
6465	5/20/2009	B&C	DC4B - Mediation	Closed	USAGE CR Vermont 411 calls should qualify for the 3 free discount.	3-Moderate
6467	5/20/2009	OO-RET	DC 11	Closed	Orders stuck at Activate	3-Moderate
6477	5/20/2009	SA	DC 12	Closed	The service_type_category and service_code generated by circuit generator code should match with Service Type Table in ASAP	3-Moderate
6479	5/20/2009	OO-WHSL	DC 12	Closed	DC 12 For S57 trunk/link orders, M6 should find the trunk number, based on the TCIC	3-Moderate
6489	5/20/2009	OO-WHSL	DC 06	Closed	DC 06 MD augments are pulling in all existing trunks and T1s	3-Moderate
6490	5/20/2009	OO-WHSL	DC 12	Closed	DC 12 New trunks not populating with the same modifier as the previous trunks	3-Moderate
6495	5/20/2009	SS	DC 10	Closed	Duplicate Req's generated by CCP-Oracle interface	3-Moderate
6499	5/21/2009	OO-WHSL	DC 06	Closed	DC06 EB N with TNS =ATN= N order creation fails with SP_PSRAP1_UPDATE_ATN: Change not allowed	3-Moderate
6505	5/21/2009	PRODUCT	DC 05	Closed	PWB/DC05/DC06/DC04 Remove products from BCS and get systems in sync	3-Moderate
6514	5/21/2009	OO-RET	DC 06	Closed	Originating NE Can't be Determined	3-Moderate
6518	5/21/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - Address Validation The WCN should be returned in all Address Validation responses	3-Moderate
6519	5/21/2009	CAMP	DC 32	Closed	DC32 Camp Reporting ME- Working Score Card Tab "Facilities Missed A" should say "Missed For Facilities"	3-Moderate
6520	5/21/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - Address Validation If the EUL isn't associated with a switch then we should still return the exact match response back to Wisor	3-Moderate
6521	5/21/2009	OO-WHSL	DC 06	Closed	DC06 LNA X orders are failing with the following error message - "Product not Found"	3-Moderate
6527	5/21/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Need the remaining required fields to be sent on the CN form (cont'd from 4293)	3-Moderate
6545	5/19/2009	SS	DC 02	Closed	HR: Oracle Trigger Error on 'Termination' function usage	3-Moderate
6554	5/22/2009	OO-ESG	DC 06	Closed	DC06 Invincible Allow Move Functionality for Modify Orders	3-Moderate
6557	5/1/2009	SS	DC 02	Closed	HR: Hewitt Eligibility Interface Update (FRP/IT executed)	3-Moderate
6558	5/1/2009	SS	DC 02	Closed	HR: MetLife Disability Eligibility Interface Update (FRP/IT executed)	3-Moderate
6559	5/22/2009	OO-RET	DC 12	Closed	LNPP Trigger to be present on the order for PORT-INS, Winbacks and Location Ports	3-Moderate
6560	5/22/2009	OO-RET	DC 11	Closed	LNPP tag to be supported for all Add CSDLs for MARCH	3-Moderate
6571	5/24/2009	B&C	DC4A - Kenan BP	Closed	Not sure why any Centrex/Custopak classes of service have MRCs (overbilling)	3-Moderate
6573	5/24/2009	B&C	DC4A - Kenan BP	Closed	Extension Line Mileage 1X on FRP 3X on Vz (underbilling)	3-Moderate
6575	5/24/2009	B&C	DC4A - Kenan BP	Closed	PGO8F added w/ all expected components and prorating wrong (underbilling)	3-Moderate
6576	5/24/2009	B&C	DC4A - Kenan BP	Closed	OLVXX shows wrong rate in ME (overbilling)	3-Moderate
6579	5/24/2009	B&C	DC4A - Kenan BP	Closed	CR499 script wrong? severe overbilling of pkg rate correction (overbilling)	3-Moderate
6586	5/24/2009	B&C	DC4A - Kenan BP	Closed	PGOZP all components in Kenan since conversion but \$13 Inter portion missing from price on invoice since conversion (Underbilling)	3-Moderate
6587	5/24/2009	B&C	DC4A - Kenan BP	Closed	USAGE Cramming Block Credit w/ date 3/1/09 appearing as a Debit & B&C Credit for 307.56 w/ 5/12/1986 date (Both NRCs)- should this be a charge? or just renamed? (under/over)	3-Moderate
6588	5/24/2009	B&C	DC4A - Kenan BP	Closed	Billing prorated to start on Siebel Order Create Date 4/15 vs Siebel order Due Date 4/27 (overbilling)	3-Moderate
6593	5/25/2009	OO-WHSL	DC 06	Closed	DC06 EB\W order creation is failing with the error "ERROR WHILE PROCESSING ORDER Please verify service order details"	3-Moderate
6600	5/25/2009	B&C	DC4A - Kenan BP	Closed	A9D3X Deleted/A9D Added on Siebel order - A9D3X still billed on invoice (overbilling)	3-Moderate
6602	5/25/2009	B&C	DC4A - Kenan BP	Closed	HSI 7M/768K 2 Yr wrong rate on invoice (overbilling)	3-Moderate
6603	5/25/2009	B&C	DC 05	Closed	Siebel order errors appear to hv caused wrong assets to appear in Kenan (underbilling)	3-Moderate
6605	5/25/2009	B&C	DC4A - Kenan BP	Closed	HSI 30 Day discount has no end date/keeps giving discount every month (underbilling)	3-Moderate
6608	5/26/2009	OO-RET	DC 05	Closed	CRM100000E Problem processing request (SBL-BPR-00131	3-Moderate
6612	5/26/2009	OO-RET	DC 05	Closed	recent records on sales order are no longer links	3-Moderate

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FIXED INCIDENTS

6613	5/26/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order CB/V orders currently have a PCN on both add and disco prov plan	3-Moderate
6619	5/26/2009	B&C	DC4A - Kenan BP	Closed	"directory assistance waiver" giving customer 100% credit on lec products.	3-Moderate
6636	5/23/2009	SS	DC 16D	Closed	Adding new exchange to E FAIRFIELD muni in PRS Application	3-Moderate
6639	5/27/2009	OO-WHSL	DC 06	Closed	DC06 LSR Preorder - Address Validation Address Validation for '51 Main St, Salem, NH 03079' is timing out even though this address exists in the asap.vw_om_search_address table	3-Moderate
6647	5/27/2009	SS	DC 03A	Closed	Not able to add CCP SPOC list	3-Moderate
6649	5/26/2009	OO-WHSL	DC 06	Closed	DC06 Production Remove DEMARC Task from LSR Provisioning Plans	3-Moderate
6673	5/27/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order JB/C's are failing with 'Unable to copy item to the order, the item exists on a different customer'	3-Moderate
6674	5/27/2009	B&C	DC4A - Kenan BP	Closed	PGO4U has been rating ok last order Feb now shows as \$68.59 s/b 58.99 (overbilling-VT)	3-Moderate
6682	5/27/2009	OO-RET	DC4C - CBM	Closed	DC04 CBM Invincible Additional text for 'Nick name' label displayed after clicking the payments > payment account option	5-Enhancement
6684	5/27/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order CB/V with retail DSL is failing with "unexpected error occured in the system"	3-Moderate
6707	5/28/2009	PRODUCT	DC4A - Kenan BP	Closed	Removed Y0180 and Y0179 from PI and added to Internet SIs	3-Moderate
6712	5/19/2009	SS	DC 02	Closed	HR: Oracle Trigger Error on 'Promotion/Transfer' function usage	3-Moderate
6714	5/28/2009	B&C	DC4A - Kenan BP	Closed	LDPL circuit privat lines 312.00 per circuit more than what they were on last vz invoice (overbilling)	3-Moderate
6723	5/28/2009	OO-ESG	DC4A - Kenan BP	Closed	Under billing - Maine General Healthcare	3-Moderate
6736	5/29/2009	OO-WHSL	DC 16C	Closed	DC16C No qualified pairs available to provide UNE LOOP service	3-Moderate
6740	5/29/2009	B&C	DC4B - Mediation	Closed	USAGE Calls to Canada being charged and labeled as calls to Costa Rica	3-Moderate
6749	5/29/2009	B&C	DC 10	Closed	Misc Credits originate from "Internet Service Courtesy Credits" from ArborVOL need to be reversed for account # '8022543909851	3-Moderate
6767	5/30/2009	B&C	DC4A - Kenan BP	Closed	Siebel order disconnect lines but some components still appearing on invoice (overbilling)	3-Moderate
6770	5/30/2009	B&C	DC4A - Kenan BP	Closed	Resume orders disconnecting products out of Kenan in error (underbilling)	3-Moderate
6776	5/29/2009	SS	DC 03A	Closed	Eroneous error message - Advance Complete Requirements in Job Screen	3-Moderate
6778	6/1/2009	OO-WHSL	DC 06	Closed	DC06 DB D Disconnect on an suspend order fail with error ERROR WHILE PROCESSING ORDER Please verify service order details	3-Moderate
6780	6/1/2009	OO-RET	DC 16C	Closed	DC16C Report 3 Traceback is displayed	3-Moderate
6794	6/1/2009	OO-ESG	DC 11	Closed	Deriving SP/DP for RTN, RTNN and INVU Fids for Multiline hunting	3-Moderate
6795	6/1/2009	OO-RET	DC 12	Closed	Deriving SP/DP for RTN, RTNN and INVU Fids for Series hunting	3-Moderate
6808	6/1/2009	SS	DC 03A	Closed	Set BarCode Required indicator as "Yes" for all type of TEOs	3-Moderate
6812	6/2/2009	P&C	DC 16B	Closed	Logica LookUp Report - Incorrect Charged Hours	3-Moderate
6814	6/2/2009	OO-WHSL	DC 11	Closed	MARCH Dial tone still not restored after Restore order (DB/B)	3-Moderate
6816	6/2/2009	B&C	DC4A - Kenan BP	Closed	Order to Add NNK has resulted in a billing scenario that overbills customer	3-Moderate
6841	6/3/2009	OO-WHSL	DC 06	Closed	DC06 '&' in YPHV is not escaped by OM	3-Moderate
6847	6/3/2009	OO-RET	DC 05	Closed	Revising an order does not bring back the line items that were on the original order	3-Moderate
6848	6/3/2009	OO-RET	DC 05	Closed	CDDD should default to blank on all order types	3-Moderate
6852	6/3/2009	B&C	DC4B - Mediation	Closed	USAGE Calls labeled as United Kingdom are actually calls to bermuda	3-Moderate
6860	6/3/2009	OO-WHSL	DC 06	Closed	DC 06 Invalid error message being sent - Should be invalid feature (not COS error)	3-Moderate
6861	6/3/2009	OO-WHSL	DC 06	Closed	DC 06 Invalid error thrown - Should be TN is already in-service (not: TN does not exist in Inventory)	3-Moderate
6864	6/3/2009	OO-WHSL	DC 06	Closed	DC 06 Invalid error in logs, ambiguous error in Wisor	3-Moderate
6883	6/4/2009	B&C	DC4A - Kenan BP	Closed	USOC TIME-SMDR is configured as an MRC when it should be an NRC	3-Moderate
6885	6/4/2009	B&C	DC4A - Kenan BP	Closed	Payment Processing: (158.2) BOA Paymode validation file does not contain full list of accounts	3-Moderate
6896	6/4/2009	PRODUCT	DC4A - Kenan BP	Closed	ICB Customer rates need to be updated (Single Customer)	3-Moderate
6912	6/3/2009	SS	DC 03A	Closed	All teh engineering Discipline name is not showing in Class of Plant Code Maintenance page	3-Moderate

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6924	6/5/2009	OO-WHSL	DC 06	Closed	DC 06 Need validation to prevent CLEC from altering/disconnecting retail TNs/circuits (Reqtyps: EB/DB)	3-Moderate
6925	6/4/2009	SS	DC 03A	Closed	Estimate Query - Manager Approved date is not working for any dates past 5/2009	3-Moderate
6932	6/5/2009	OO-RET	DC 05	Closed	Exceptions messages should be read only	3-Moderate
6940	6/5/2009	OO-RET	DC 05	Closed	NPABD block carries incorrect BNS code	2-High
6953	6/6/2009	OO-RET	DC 05	Closed	Industry field is appearing twice	3-Moderate
6954	6/5/2009	B&C	DC4A - Kenan BP	Closed	DC 04A Tax Dispute on Erate	3-Moderate
6955	6/6/2009	B&C	DC4A - Kenan BP	Closed	PGO3F has all components in Kenan/Siebel full mo still underbilling	3-Moderate
6956	6/6/2009	B&C	DC4A - Kenan BP	Closed	Toll Free Switched 00081642-P coming thru as default rate \$0 and s/b \$12.00 (underbilling)	3-Moderate
6958	6/7/2009	B&C	DC4A - Kenan BP	Closed	HSI Shipping & Activation Fee (and waiver) appearing on invoice 2 mos in a row (display)	3-Moderate
6963	6/7/2009	B&C	DC4A - Kenan BP	Closed	ESM Call Forwarding in Kenan GUI & Siebel but not on invoice w/ MRC (underbilling)	3-Moderate
6965	6/7/2009	B&C	DC4A - Kenan BP	Closed	BizPak s/b \$21.60 but FRP showing 24.21 or 24.25 fluctuates and shouldn't (overbilling)	3-Moderate
6967	6/7/2009	B&C	DC4B - Mediation	Closed	USAGE: Belgium Premium Calls rating incorrectly	3-Moderate
6975	6/5/2009	SS	DC 03A	Closed	DC03A - CCP - Requested Service Type Mtce Errors - Error converting data type varchar to int.	3-Moderate
6982	6/8/2009	SS	DC 16D	Closed	Error occurs on Agreement 319 in the Municipality of Mount Desert. It duplicates all the licenses under MT Desert in PRS	3-Moderate
6993	6/8/2009	OO-RET	DC 11	Closed	M6/ASAP is not naming ATM circuits created on Catena ports utilizing the naming convention	3-Moderate
6994	6/8/2009	OO-RET	DC 11	Closed	ASAP ASDLS getting bypassed and wutocompleting if no value found on the EMS for disconnect orders	3-Moderate
6995	6/8/2009	OO-RET	DC 05	Closed	DC05 Shipping Address is Invalid	3-Moderate
6998	6/8/2009	OO-RET	DC 06	Closed	RETAIL NDSL DSL SOLO ADD needs an ACTVDL task	3-Moderate
7001	6/8/2009	SA	DC 06	Closed	DC 06 No 64.5 message triggered for this appointment	3-Moderate
7041	6/9/2009	B&C	DC4C - CBM	Closed	CBM GUI only allows for ACH account numbers up to 15 chars, rather than 17	3-Moderate
7044	6/9/2009	OO-RET	DC4A - Kenan BP	Closed	State of Maine - ESCB account has no active billing products since Cutover but should	3-Moderate
7046	6/9/2009	OO-RET	DC 05	Closed	DC 05 "Create Appointment" button not creating appointment / CRM-101500E: Request is invalid. Please retry with a valid request. (SBL-BPR-00131)	3-Moderate
7048	6/9/2009	OO-RET	DC 12	Closed	DC12 Create Lu OSS-100006E : MSAG VALUE -- NOT AVAILABLE IN THE DATA BASE	3-Moderate
7050	6/9/2009	PRODUCT	DC4A - Kenan BP	Closed	ICB Customer rates need to be updated according to new Contract (Single Customer)	3-Moderate
7064	6/9/2009	OO-WHSL	DC 12A	Closed	DC 10 LSR Order For ISDN PRI, the BTN and block of TN's is missing	3-Moderate
7071	6/9/2009	B&C	DC4A - Kenan BP	Closed	Siebel order (all changes) not reflected in Kenan and what did make it to Kenan not displaying on invoice (underbilling)	3-Moderate
7076	6/10/2009	P&C	DC 16C	Closed	MP GUI giving traceback: Object unset does not understand message [] with arguments: : LQTY	3-Moderate
7091	6/10/2009	B&C	DC4A - Kenan BP	Closed	Set bill_disp_meth to 5 for the attached list of accounts so that they receive a BDT invoice	3-Moderate
7093	6/10/2009	B&C	DC4A - Kenan BP	Closed	Update BofA accounts to EDI	3-Moderate
7095	6/10/2009	OO-RET	DC 11	Closed	All NonPay orders should process through DD and not wait for a future DD.	3-Moderate
7099	6/10/2009	OO-WHSL	DC 12	Closed	DC 06 LSR Order New line share orders are not creating work instructions	3-Moderate
7109	6/10/2009	PRODUCT	DC4A - Kenan BP	Closed	USAGE N1R (Native American Lifeline) has incorrect usage rate configured in PWB/Kenan	3-Moderate
7111	6/10/2009	OO-RET	DC 05	Closed	End User Location 5394976 is in M6 but not available in Siebel	3-Moderate
7118	6/10/2009	B&C	DC4A - Kenan BP	Closed	State of VT - Accnt: 802-202-9059-654 - Held due to defect	3-Moderate
7151	6/11/2009	OO-WHSL	DC 06	Closed	DC 06 LSR Order When JB/D is submitted with CLEC BAN, sending back wrong error message	3-Moderate
7159	6/11/2009	B&C	DC4A - Kenan BP	Closed	Kenan system order inadvertently adds 1FR-P to account 2074433946228 results in double-billing for product	3-Moderate
7161	6/11/2009	B&C	DC4A - Kenan BP	Closed	USAGE: PGO8G is on the TN but charging for Local Calls even though the package has unlimited Local Calling.	3-Moderate
7164	6/11/2009	OO-WHSL	DC 11	Closed	RCF orders not processing correctly	3-Moderate
7165	6/11/2009	B&C	DC 06	Closed	DC 05 Non-Pay Restore Orders to Kenan created in Status pending.	3-Moderate
7193	6/12/2009	B&C	DC4D - 9.X & SKI	Closed	Non Pay SKI to set disconnect date as suspend date for non pay disconnects to provide credit for billed during suspension amount	3-Moderate
7194	6/12/2009	OO-RET	DC 06	Closed	DC06 Invincible Incorrect Product Mapping for Static IP USOC Y2515	3-Moderate

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FIXED INCIDENTS

7196	6/12/2009	OO-WHSL	DC 06	Closed	DC06 Invincible LSR Preorder - xDSL Loop Qual Need to update the xDSL Loop Qual functionality to support Loop Status of 'L'	3-Moderate
7198	6/12/2009	B&C	DC4A - Kenan BP	Closed	2FR-P billing at \$94.70 instead of present override rate of \$6.73	3-Moderate
7239	6/15/2009	OO-RET	DC 05	Closed	Can't disconnect Bundles	3-Moderate
7276	6/15/2009	B&C	DC 05	Closed	Town of Kittery account has Kenan orders removing/adding LD plans w/ no Siebel orders (under/overbilling?)	3-Moderate
7277	6/15/2009	B&C	DC4A - Kenan BP	Closed	3M Standard in Siebel Y2515-P no mention of 2 yr term. Kenan shows bill phrase as 2 yr term, yet displaying the MTM rate of 83.99. The 2 yr rate is 62.99.	3-Moderate
7278	6/15/2009	B&C	DC4A - Kenan BP	Closed	1EJ-P not displaying on invoice active 4/3/09 (underbilling)	3-Moderate
7279	6/15/2009	B&C	DC4A - Kenan BP	Closed	1FR-SUS and SUS added on Siebel order/ Kenan missing 1FR-SUS at component line level (underbilling)	3-Moderate
7280	6/15/2009	B&C	DC4A - Kenan BP	Closed	LD is a mess w/ duplicated plans (massive overbilling)	3-Moderate
7296	6/15/2009	SS	DC 03A	Closed	DC03A - CCP - Bar-coding filters not working in the TEO inbox COEI Manager's view	3-Moderate
7304	6/16/2009	OO-RET	DC 12	Closed	DC12 Create LU OSS-100009E : Given wrong values for state and city	3-Moderate
7305	6/16/2009	CAMP	DC 32	Closed	DC32 Camp Reporting Cells are merged in the WSA reports	3-Moderate
7315	6/16/2009	OO-RET	DC 11	Closed	For ASAM5526 cartridge, ED-ADSL command in code not correctly in case of rollback for the senario when no circuit exist for M6 data	3-Moderate
7331	6/16/2009	OO-RET	DC 06	Closed	Orders with NPABD feature need to complete ASAP.	3-Moderate
7674	6/16/2009	B&C	DC4A - Kenan BP	Closed	PGO8F displaying less than should. s/b 51.99 (underbilling)	3-Moderate
7675	6/16/2009	B&C	DC4A - Kenan BP	Closed	PGOZP all components present but PGOZP-Inter override of \$0 and s/b 19.21 (underbilling)	3-Moderate
7686	6/16/2009	B&C	DC4A - Kenan BP	Closed	USAGE Unlimited Pkgs on all lines yet lines are showing local usage at line level and shouldnt (overbilling)	3-Moderate
7688	6/17/2009	OO-RET	DC 11	Closed	Duplicates are still going to MARCH AND TANDF proc fix	3-Moderate
7709	6/17/2009	OO-ESG	DC 05	Closed	DC05 Unable to open miscellaneous tab on R43 station line to customize	3-Moderate
7710	6/17/2009	B&C	DC4A - Kenan BP	Closed	USAGE LMA Local Usage Cap Not Working Correctly	3-Moderate
7713	6/17/2009	OO-WHSL	DC 06	Closed	DC 06 Hotcut work order received DEFL job code instead of HOTCUTT	3-Moderate
7718	6/17/2009	OO-RET	DC 16C	Closed	Dc16C SAR Configuration Make Transmit / Receive field visible	3-Moderate
7734	6/17/2009	OO-WHSL	DC 06	Closed	DC06 Invincible G1 Match Score Need to lower the G1 address validation match score from 95 to 93	3-Moderate
7761	6/17/2009	OO-RET	DC 05	Closed	FTTP - Fiber Eligible service accounts are not displaying the FTTP feature for BVS.	3-Moderate
7762	6/17/2009	OO-RET	DC 06	Closed	FTTP - FAST bundles are getting the FINAL POTS TESTING PLAN assigned instead of the fiber plans.	3-Moderate
7768	6/17/2009	B&C	DC4A - Kenan BP	Closed	PGOZO full month rate incorrect (overbilling)	3-Moderate
7770	6/17/2009	B&C	DC4A - Kenan BP	Closed	\$1.00 freedom maint credit on last vz invoice, but missing w/ FRP	3-Moderate
7771	6/17/2009	OO-WHSL	DC 06	Closed	DC06 Invincible LSR Preorder - CSI Inquiry Need to include logic for CSI Inquiries when the MS field on the request is set to 'L'	3-Moderate
7773	6/17/2009	B&C	DC4A - Kenan BP	Closed	First Logical Channel showing as 501.72 etc. and s/b \$0 (overbilling)	3-Moderate
7777	6/18/2009	OO-WHSL	DC 06	Closed	Interval Tables need to be updated for LSR (and ASR) shortened intervals	3-Moderate
7778	6/18/2009	B&C	DC4A - Kenan BP	Closed	PGOZP s/b \$36 not \$36.01 (overbilling)	3-Moderate
7779	6/18/2009	B&C	DC 10	Closed	Missing-Circuit charge of 409.06 (underbilling)	3-Moderate
7788	6/18/2009	OO-WHSL	DC 12	Closed	DC 12 CSPC should only validate on CSL, not ACTL or SECLOC	3-Moderate
7790	6/18/2009	B&C	DC4A - Kenan BP	Closed	TTB has override should be 0.00 (over billing)	3-Moderate
7796	6/18/2009	PRODUCT	DC4A - Kenan BP	Closed	Change price of Y0305 from \$95.95 to \$95.99	3-Moderate
7812	6/19/2009	B&C	DC4A - Kenan BP	Closed	00076052, No Inter'l Calling Plan given override rate of 15.67 (overbilling)	3-Moderate
7813	6/19/2009	B&C	DC4A - Kenan BP	Closed	PGO8F components ONEBG and ULTOLL1 given override rates (under/overbilling)	3-Moderate
7814	6/19/2009	B&C	DC 4F - Transform	Closed	Tranform Errors in BDT and CSR section, as reported by One Communications	3-Moderate
7822	6/19/2009	B&C	DC4A - Kenan BP	Closed	ONEBF of PGO4U active, but not appearing on invoice (underbilling)	3-Moderate
7847	6/21/2009	B&C	DC4A - Kenan BP	Closed	Call Intercept (WHO) and 20% pkg discount - appears override of WHO already has 20% deducted (underbilling)	3-Moderate
7851	6/22/2009	B&C	DC4B - Mediation	Closed	USAGE: Australia rates incorrectly configured for 00058542 (over billing)	3-Moderate

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7866	6/22/2009	OO-RET	DC 11	Closed	Juniper Ckt Id check checks more characters than defined	3-Moderate
7868	6/22/2009	OO-RET	DC 05	Closed	Sales reps & reason code "permanent disco-nonpay"	3-Moderate
7874	6/22/2009	OO-WHSL	DC 06	Closed	DC06 Invincible LSR Preorder - xDSL Loop Qual Need to add the WIRETRAREAFACSID field to the xDSL Loop Qual response	3-Moderate
7876	6/22/2009	CONV	DC 12A	Closed	To correct 11 circuits affected by DNU and complete the mass reconcile	3-Moderate
7881	6/22/2009	OO-WHSL	DC 06	Closed	DC 06 Invalid error - No services associated with BAN passed	3-Moderate
7906	6/23/2009	OO-WHSL	DC4A - Kenan BP	Closed	Bretton Woods has DIA that did not convert from ARBOR/SSP to Kenan.	3-Moderate
7908	6/23/2009	B&C	DC4A - Kenan BP	Closed	2072235201199 John Wyatt PUC complaint MRCs not appearing on June 21 Inv (underbilling)	3-Moderate
7913	6/23/2009	B&C	DC4A - Kenan BP	Closed	ON1AB usage rate billing at old .16 to Israel and s/b .18 (underbilling)	3-Moderate
7915	6/23/2009	SS	DC 16D	Closed	Got sql error while removing street name COLLEGE RD from OLD TOWN muni in PRS.	3-Moderate
7934	6/23/2009	OO-RET	DC 16C	Closed	GESW I Paddle report 2 Generic prim failure traceback	3-Moderate
7942	6/23/2009	B&C	DC4A - Kenan BP	Closed	USAGE: St Lucia calls rated as Russia	3-Moderate
7944	6/23/2009	SS	DC 03A	Closed	DC03A - CCP - Error on TEO material Add/Edit page	3-Moderate
7950	6/24/2009	B&C	DC4A - Kenan BP	Closed	Email Service Instance give override rate of 7.03, s/b 0.00 (overbilling)	3-Moderate
7951	6/24/2009	B&C	DC4A - Kenan BP	Closed	Static IP Block MRCs are appearing at the wrong rate (over/underbilling)	3-Moderate
7959	6/24/2009	B&C	DC4A - Kenan BP	Closed	OLVXX should include Distinctive Ring in the pkg MRC but isn't (over billing)	3-Moderate
7970	6/24/2009	OO-WHSL	DC 06	Closed	DC06 Invincible LSR Order - FOC The DLCONTINIT and DLCONTTN fields under the Directory Section of the FOC response are being hard coded to Linda Birchem and 2075382667 respectfully.	3-Moderate
7976	6/24/2009	SS	DC 03	Closed	Change profile options to allow Inventory user to uncheck the "void" and enter quantity	3-Moderate
7982	6/24/2009	B&C	DC4A - Kenan BP	Closed	DC4A Product Config I Marketing CR 010B I BTFS Referral of Calls Pricing changes	3-Moderate
8005	6/25/2009	B&C	DC4A - Kenan BP	Closed	FlatRate Plus \$25 MSL w/ \$30 usage showing shortfall \$5.24 s/b \$0 (over billing)	3-Moderate
8007	6/25/2009	OO-RET	DC 05	Closed	DC05 Product Config I Remove Quick Hit 1 Products from Siebel configuration	3-Moderate
8013	6/25/2009	B&C	DC4A - Kenan BP	Closed	Call Hold w/ Centrex s/b \$0 not have MRC it's a standard feature (over billing)	3-Moderate
8014	6/25/2009	OO-RET	DC 05	Closed	Siebel GUI Enhancement Order Flow 159B, adding all TN's-Product Config - SI Specific For the TLI FID, have the TN pick applet that has the TNs on that Service Account and on that order.	5-Enhancement
8024	6/26/2009	OO-WHSL	DC 06	Closed	DC 06 Need to support cancels of port outs up until 5pm of the due date.	3-Moderate
8026	6/26/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Scripts Need the attached scripts to be executed in order to add the CCNA value of 'OOP' to the ACNA/CCNA tables	3-Moderate
8027	6/26/2009	CAMP	DC 32	Closed	DC32 CAMP Reporting FRP denominator is not populating correctly for MCI report	3-Moderate
8056	6/29/2009	B&C	DC4D - 9.X & SKI	Closed	DC 04 Product override is wrongly getting added	3-Moderate
8080	6/29/2009	OO-RET	DC 16C	Closed	DC16C I Action Codes not being refreshed	3-Moderate
8083	6/29/2009	SA	DC 16	Retest	DC 16 Subsequent CO routine work orders with 2017 due date	3-Moderate
8098	6/29/2009	SA	DC 16	Deployed	DC 16 Wrong start date for clone coin routine WOs	3-Moderate
8123	6/29/2009	SS	DC 01	Closed	FIN- AP- I-Expense Workflow not working properly for on-behalf expense report	3-Moderate
8128	6/30/2009	OO-WHSL	DC 05	Closed	DC05 DL LACRX and LACBX not mapped to DL as PRODUCT CATEGORY	3-Moderate
8133	6/30/2009	B&C	DC4A - Kenan BP	Closed	DC 10 12.1 Informatica is populating default values for the null fields from the view	3-Moderate
8152	6/30/2009	OO-RET	DC 06	Closed	DC 06 PWIRE job code should have been assigned to this WO instead of POTS	3-Moderate
8156	6/30/2009	B&C	DC4A - Kenan BP	Closed	Email Service Instance given 7.03 override rate, s/b 0.00. (overbilling)	3-Moderate
8157	6/30/2009	B&C	DC4A - Kenan BP	Closed	Exchange & ExpansionPak Toll Free Rate give 14.39 override rate, s/b 0.00. (overbilling)	3-Moderate
8165	6/30/2009	B&C	DC4A - Kenan BP	Closed	RD5XS-P given override rate of 0.00, s/b 24.05.(underbilling)	3-Moderate
8190	7/1/2009	B&C	DC4A - Kenan BP	Closed	Payment Processing: CV records were submitted twice by TSYS and failed for first transaction	3-Moderate
8204	7/1/2009	B&C	DC4A - Kenan BP	Closed	Full 3.00 increase in Double/Triple Point Discount missing. (overbilling)	3-Moderate
8227	7/1/2009	OO-RET	DC 11	Closed	MARCH Activation for Dry Loop Orders - DC11 Changes.	3-Moderate
8239	7/1/2009	OO-RET	DC 11	Closed	Blocking the restricted ports for Redback router.	3-Moderate
8258	7/2/2009	B&C	DC4A - Kenan BP	Closed	MTSINTRALEC given override rate of 44.61, s/b 0.00. (overbilling)	3-Moderate
8276	7/3/2009	B&C	DC4A - Kenan BP	Closed	TIME and MATERIAL USOCs configured as RC instead of NRC	3-Moderate
8298	7/6/2009	OO-RET	DC 16C	Closed	DC16C Cut Sheet WKG NIR , CTNIR status is not being displayed	3-Moderate

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SYSTEMS DEFECT LIST
FIXED INCIDENTS

8299	7/6/2009	SS	DC 01	Closed	FIN - PA: Need to provide privileges and allow the FRP PA User responsibility for placing assets in-service	3-Moderate
8308	7/6/2009	B&C	DC4A - Kenan BP	Closed	CR: Additional accounts to be assigned for BDT Invoice delivery (CR)	3-Moderate
8361	7/7/2009	OO-RET	DC 06	Closed	Placing a modify order with NPABD block automatically adds 'delete' action on certain calling features	3-Moderate
8374	7/6/2009	SS	DC 03A	Closed	Finance report didn't ran for the duration june 6th to june 10th as process was running indefinitely from iune 9th due to some reason	3-Moderate
8379	7/8/2009	OO-RET	DC 11	Closed	Extend the Redback back ckt validation logic to ATM BIND SUBSCRIBER.	3-Moderate
8393	7/8/2009	OO-RET	DC 12	Closed	DC12 Create LU M6 returns error	3-Moderate
8396	7/8/2009	B&C	DC4A - Kenan BP	Closed	Disconnected products still billing on invoices	3-Moderate
8397	7/8/2009	SS	DC 16D	Closed	Semi annual billing of Maine are not done correctly , missing Bills for maine	3-Moderate
8403	7/8/2009	OO-WHSL	DC 06	Closed	DC06 Invincible LSR Preorder - TN Reservation Need to update the query used to pull TNs for the TN Reservation Inquiry in order accomodate addresses in Brewer, ME	3-Moderate
8421	7/9/2009	OO-RET	DC4A - Kenan BP	Closed	T & M Add order Siebel should not allow some of T & M USOCs	3-Moderate
8433	7/9/2009	SS	DC 01	Closed	Data fix for creating Journal Entries and sending the JE's from FA Corporate Book to GL	3-Moderate
8436	7/9/2009	CONV	DC 16C	Closed	DC 16C GESW Hyphens in Cable name causing blank records in LMU editor	3-Moderate
8460	7/9/2009	B&C	DC4B - Mediation	Closed	USAGE: CAP for LW1 not applied correctly.	3-Moderate
8461	7/9/2009	OO-WHSL	DC 12A	Closed	DC 10 ISDN PRI Account in M6 is missing many products including all of the blocks of TN's	3-Moderate
8471	7/10/2009	SS	DC 01	Closed	FIN - FA: Depreciation for the Assets Tax Books is completing with error	3-Moderate
8476	7/10/2009	OO-RET	DC 06	Closed	DC06 Constellation Non-pay SRD SPWEB & SNPPOTS tasks should come into ready status at a time.	3-Moderate
8482	7/10/2009	B&C	DC4A - Kenan BP	Closed	Overbilling - Simple Options MSL charged at service level should be customer level	3-Moderate
8510	7/10/2009	P&C	DC 16B	Closed	DC16B Work Queue Report Errors	3-Moderate
8542	7/13/2009	OO-WHSL	DC 06	Deployed	DC06 Prod Provisioning Plan Modification for WE 7/23	3-Moderate
8552	7/13/2009	OO-RET	SS 05- Infrastructure	Closed	Siebel hourglass and time out issue while clicking 'submit' for non pay suspend orders	3-Moderate
8553	7/13/2009	B&C	DC4A - Kenan BP	Closed	Lifeline Discount not displaying the amount Shown in Kenan (Overbilling)	3-Moderate
8557	7/13/2009	OO-WHSL	DC 06	Closed	DC06 xDSL loop qual pre-orders are returning invalid reponses because it is retrieving the wrong address	3-Moderate
8565	7/13/2009	B&C	DC4A - Kenan BP	Closed	Escalation: Unlimited local calling 6/2009 rated at 13.23 s/b 14.39 (Under Billing \$1.16	3-Moderate
8577	7/14/2009	B&C	DC4A - Kenan BP	Closed	DC04 T&M 12.2 of 9.5 is getting errored as "CHARGE_TYPE_QUOTE_FAILED"	3-Moderate
8589	7/14/2009	OO-RET	DC 06	Closed	Incorrect provisioning plan is assigned to RIS+EMAIL non pay suspend orders	3-Moderate
8616	7/15/2009	OO-RET	DC 24	Closed	T & M KH Product description in Kenan does not match actual description of the product	3-Moderate
8618	7/14/2009	SS	DC 03A	Closed	DC03A - CCP - Unable to update/edit Milestones in CCP, getting Java Script error	3-Moderate
8621	7/15/2009	B&C	DC4A - Kenan BP	Closed	VT \$5.00 credit displaying as \$5.01. (underbilling)	3-Moderate
8626	7/15/2009	OO-RET	DC 16C	Closed	DC16C Speed Chart Sync with Oracle	3-Moderate
8635	7/15/2009	B&C	DC4A - Kenan BP	Retest	Siebel order was process twice by Kenan on different dates. (overbilling)	3-Moderate
8636	7/15/2009	B&C	DC4A - Kenan BP	Closed	CR: FlatRate Plus 25.00 MSL given 9.50 override rate. (underbilling)	3-Moderate
8644	7/15/2009	OO-RET	DC 05	Closed	DC05 Additional Information should not be requested for a USOC	3-Moderate
8674	7/15/2009	SS	DC 03A	Closed	DC03A - CCP- Need to be able to actualize and do date changes.	3-Moderate
8680	7/16/2009	OO-RET	DC 05	Closed	DC05 CONSTELLATION 73.2 is not working(Error-There is no connected server targeted for the command)	3-Moderate
8686	7/16/2009	B&C	DC4A - Kenan BP	Closed	R1M-P, measured residence service, is missing a local usage guiding component. (underbilling)	3-Moderate
8705	7/16/2009	OO-RET	DC 05	Closed	Error when trying to Modify RVS in Production: "ERROR RUNNING SUB-PROCESS 'SIS OM ACTIVE ORDER SUB-PROCESS' AT STEP 'GET ACTIVE ORDER.' (SBL-BPR-00183)"	3-Moderate
8709	7/16/2009	B&C	DC4B - Mediation	Closed	USAGE: 100% 3-WAY Discount for Centrex Lines not calculating correctly since 3 WAY CAP exists (overbilling)	3-Moderate
8710	7/16/2009	OO-ESG	DC 05	Closed	addition of esg customers to portal	3-Moderate
8717	7/17/2009	B&C	DC4A - Kenan BP	Closed	Account 2076472459274, PGO4R package active but Regional Calls being charged (overbilling)	3-Moderate
8730	7/17/2009	B&C	DC4A - Kenan BP	Closed	CR: ATM IMA Circuit 4 - Tier 2 has a defaut rate of 840.00 in Kenan, 924.00 historically. (underbilling)	3-Moderate
8765	7/20/2009	OO-RET	DC 05	Closed	DC05 Billing Integration Flag is being copied while doing a Copy Record	3-Moderate

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8766	7/17/2009	SS	DC 03A	Closed	DC03A - CCP - No GEO Code is populating in TEO Material Add/Edit screen (CCR# 815474, TEO# BH7A006RT1)	3-Moderate
8771	7/20/2009	SA	DC 15	Closed	Sending of emails upon receipt of alarms from Proviso	3-Moderate
8783	7/20/2009	CAMP	DC 32	Closed	DC32 CAMP Reporting PAP PUC - Tab V is not shown correctly for the columns Misses/Exceptions	3-Moderate
8813	7/21/2009	OO-RET	DC 16C	Closed	DC16C GESW failing with capacity error even if CT circuits are available with proper ageing.	3-Moderate
8830	7/21/2009	B&C	DC4A - Kenan BP	Fixed	USAGE "Excavation Activity" appearing over duration in call detail. (display)	3-Moderate
8833	7/21/2009	PRODUCT	DC 24	Closed	FRP Marketing: RIS Dryloop Price Change Y1483-P	3-Moderate
8840	7/21/2009	B&C	DC4A - Kenan BP	Closed	MTSINTL given override rate, s/b 0.00 and suppressed. (overbilling)	3-Moderate
8854	7/21/2009	OO-RET	DC 06	Closed	Non-affiliated DSL Orders rejecting with error message "Customer on this order: XXXXXXXXXXXXXXXX is not same as Customer for tel. number : NPANXXXXXX which is XXXXXXXXXXXXXXXX"	3-Moderate
8908	7/22/2009	OO-RET	DC 16C	Closed	DC 16C GESW OSP-00001E-Error Code Not Mapped,Error code not assigned to Condition:Object user!service_segment1261:(131396946) does not understand message a_end_tp	3-Moderate
8924	7/23/2009	OO-WHSL	DC 05	Deployed	DC05 Invincible LSR Preorder - CSI Inquiry For accounts that have a BVS/RVS asset and Non-Affiliate DSL asset we need to return the information on the BVS/RVS asset on the 132.1 response	3-Moderate
8935	7/23/2009	OO-RET	DC 05	Closed	Gaurd Rail for INVU, RTN and RTNN	3-Moderate
8943	7/23/2009	OO-RET	DC 05	Closed	move add order issue with HSI	3-Moderate
8983	7/24/2009	B&C	DC4A - Kenan BP	Closed	CR: R42-P given varying override rates, lines are contracted s/h matching prices. (overbilling)	3-Moderate
8986	7/24/2009	OO-RET	DC 06	Closed	ACTIVATE task to not have dependency on completion of VMACT task	3-Moderate
8997	7/24/2009	OO-ESG	DC 06	Deployed	DC 06 Work order received DEFL job code instead of COINCON job code	3-Moderate
9025	7/27/2009	OO-ESG	DC 05	Deployed	DC05 TLI FID needs to be renamed to "Terminal Line Identifier - Lead Number (TLI)" at the product level	3-Moderate
9033	7/27/2009	OO-RET	DC 05	Closed	Siebel sending the incorrect override price	3-Moderate
9050	7/27/2009	B&C	DC4C - CBM	Closed	Payment Processing: 56.5 Interface attempts to send to incorrect FISC path	3-Moderate
9052	7/27/2009	OO-ESG	DC 12A	Closed	DC12 State of VT escalated orders getting rejected in Siebel with error message "Unable to copy item xxxx to the order, the item exists on a different customer".	3-Moderate
9066	7/28/2009	SS	DC 03A	Closed	Recycler batch job issue because of work orders with blank WO_COND_CD field	3-Moderate
9070	7/28/2009	B&C	DC4B - Mediation	Closed	UK Calls being rated as Bermuda (overbilling)	3-Moderate
9076	7/28/2009	OO-WHSL	DC 06	Ready for Build	DC 06 For manual migrates, receiving a 500 internal error in MetaSolv when trying to relate the orders	3-Moderate
9089	7/28/2009	B&C	DC4A - Kenan BP	Closed	Staion Line Override s/b 8.29 showing as 829.00, 6565.68 (Overbiling)	3-Moderate
9124	7/29/2009	OO-WHSL	DC 06	Ready for Build	DC 06 Hunting is not being carried over to the add order on migrates	3-Moderate
9159	7/29/2009	OO-RET	DC 05	Retest	DC06 Error message: The level 1 service item information could not be found for item spec 2907	3-Moderate
9231	7/31/2009	CONV	DC 03A	Closed	Mismatch Geocodes and Plant Location Codes between CCP and COEP	3-Moderate
9232	7/31/2009	CONV	DC 03A	Closed	Child CLLIs owned by FRP need parent CLLIs	3-Moderate
9251	7/31/2009	OO-WHSL	DC 12	Retest	DC12 To generate proper gateway event error code and error message	3-Moderate
9263	6/28/2009	P&C	DC 16B	Closed	New mapping for power company	3-Moderate
9277	8/3/2009	B&C	DC4B - Mediation	Closed	USAGE: A/C 6037521230984, TN 6037521230 has calls rated at MTS instead of Business Extra Plan. (Overbilling)	3-Moderate
9278	8/3/2009	OO-RET	DC 16C	Retest	DC16C GESW Tilde in the LMU editor to be replaced with a more appropriate delimiter	3-Moderate
9279	8/3/2009	B&C	DC4B - Mediation	Closed	USAGE KDM to include millisecond in usage file naming convention to Kenan	3-Moderate
9336	8/4/2009	B&C	DC4A - Kenan BP	Closed	PUC ESCALATION: No Cramming Block (BLOC) charging \$1,045.00 and s/b \$0 (Over Billing)	3-Moderate
9355	8/5/2009	OO-RET	DC 05	Closed	DC 05 Migrate Order processing RIS_DRYLOOP is not associated with Email Services in case of Migrate from RVS+RIS to Solo DSL	3-Moderate
9376	8/5/2009	OO-RET	DC 16C	Verified	DC 16C GESW Requests on EULs associated with XBOX with spares, are erroing with no_ports_available at EUL	3-Moderate
9391	8/5/2009	OO-RET	DC 16C	Retest	DC16C Partial Undesignated Count created with incorrect status.	3-Moderate

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SYSTEMS DEFECT LIST
FRP INCIDENTS

Defect ID	Detected on Date	Solution Team	Assigned Team	Status	Summary	Severity
254	2/10/2009	OO-WHSL	FRP	New	DC10 Invincible ReqType: SD INCO00000017633 Address submitted on production order not in M6 EUL or Network Locations	3-Moderate
288	2/10/2009	SA	FRP	Closed	Invalid Fault and Cause Codes being sent to Remedy	3-Moderate
436	2/12/2009	SA	FRP	Closed	INCO00000018804 & INCO00000018808- Missing ELNT cid/tns in Siebel & M6	3-Moderate
775	2/17/2009	B&C	FRP	Closed	When using FRP users, adjustments are not reducing the outstanding balance or balance due	3-Moderate
831	2/18/2009	B&C	FRP	Closed	Employee Discount Not Discount Correctly or applied at all	3-Moderate
935	2/19/2009	B&C	FRP	Closed	USAGE Overlapping Calling Plans	3-Moderate
1053	2/22/2009	B&C	FRP	Closed	VCAP Accounts process needs to be run and discounts determined	3-Moderate
1055	2/22/2009	B&C	FRP	Closed	Credit Card and EFT load fallout 313 accounts	3-Moderate
1058	2/22/2009	B&C	FRP	Open	Internal/Company Accounts Discounting Issues	3-Moderate
1099	2/22/2009	B&C	FRP	Closed	HSI missing 10% discount	3-Moderate
1151	2/23/2009	CONV	FRP	Closed	DC 10 NRCs marked as no bill are showing up in the Kenan GUI (non-invoice impacting)	3-Moderate
1155	2/23/2009	B&C	FRP	Closed	DC04 VOL bills show 'Payment reversed' on the first page for last three months charges	3-Moderate
1199	2/23/2009	B&C	FRP	Deferred	Residential CBSS customers bill cycles were moved to the arrears when prior they were billed in the future.	5-Enhancement
1204	2/23/2009	B&C	FRP	Closed	Expansion* Pak packages not configured correctly.	3-Moderate
1228	2/24/2009	B&C	FRP	Closed	Customers set up with credit card payment but did not ask to pay via credit card	3-Moderate
1232	2/24/2009	CONV	FRP	Closed	VOL-only accounts have inaccurate credit balance applied to inactive accounts that appear active in system due to VZ's error in fully disconnecting customers	3-Moderate
1274	2/24/2009	B&C	FRP	Closed	COIN accounts not listed as internal however on VZ bill customer is discounted 100%	3-Moderate
1288	2/24/2009	B&C	FRP	Closed	Missing Calling Plan to guide Local and Extended Local usage (error code 440) : 1.37mil records	3-Moderate
1289	2/24/2009	B&C	FRP	Closed	Need to build and provision Simple Options to CONNCT N AMERICA 9 (error code 440) : The account no=2827181. The total count is 1.2mil records	3-Moderate
1290	2/24/2009	B&C	FRP	Closed	Missing Calling Plans for Toll Free Intrastate Inbound calls: 476k records. Need to research, but may be related to a conversion feed translation issue. 480k	3-Moderate
1292	2/24/2009	B&C	FRP	Closed	USAGE - CDR_DATA_WORK No Rate Usage configuration entries (error code 532) : 158k records	3-Moderate
1293	2/24/2009	B&C	FRP	Closed	Missing Telephone Numbers that are not located in TFTN_NO_SOURCE (error code 152) : ~700k records of usage sent for external id's missing from Kenan.	3-Moderate
1294	2/24/2009	B&C	FRP	Closed	USAGE - CDR_DATA_WORK Invalid target/origin Telephone Number (error code 2076/2070) : 69k	3-Moderate
1295	2/24/2009	B&C	FRP	Closed	Need to clear TF usage for Internal FRP TNs (error code 152): The TN list is in temp table TFTN_NO_SOURCE. This is not revenue impacting, but includes 1.3 million MIU records.	3-Moderate
1297	2/24/2009	B&C	FRP	Closed	USAGE - CDR_DATA_WORK No entry in SERVICE table for given subscr_no: ~20k usage records.	3-Moderate
1303	2/24/2009	SA	FRP	Closed	Top 10 Defect DIA circuit does not have CLR/DLR data associated with it.	3-Moderate
1309	2/24/2009	B&C	FRP	Closed	Schedule A rate missing from Intellipath customers	3-Moderate
1319	2/24/2009	B&C	FRP	Closed	PWB has \$4.99 rate for VASPO0001 whereas Kenan has configured override rate at \$7.99	3-Moderate
1395	2/25/2009	B&C	FRP	Closed	Trickle File Fallout	3-Moderate
1436	2/25/2009	B&C	FRP	Closed	Tax Mapping for new charges	3-Moderate
1437	2/25/2009	B&C	FRP	Closed	USAGE Duplicate CDRs in LD section	3-Moderate
1482	2/25/2009	SA	FRP	Closed	INCO00000022189 - M6 is not providing FNI number for FLM	3-Moderate
1493	2/25/2009	B&C	FRP	Closed	USOC 00058471 should be in LD section.	3-Moderate
1500	2/26/2009	B&C	FRP	Closed	Bill Review Out of Franchise (OOF) accounts have FAC fallout (Part 4 of 4)	3-Moderate
1536	2/26/2009	B&C	FRP	Closed	USAGE DC04 Customer has unlimited local DA calls but was still charged for 11 DA calls	3-Moderate
1540	2/26/2009	B&C	FRP	Closed	DC04 Most of the FairPoint generated bills over last week are not viewable in CBM	3-Moderate
1547	2/26/2009	B&C	FRP	Closed	Customer called as there is a Payment applied to their account which they did not make	3-Moderate
1553	2/26/2009	B&C	FRP	Open	MPX - Scanline contains incorrect date	3-Moderate
1560	2/26/2009	B&C	FRP	Closed	Payments from Trickle File are already posted	3-Moderate
1643	2/27/2009	OO-WHSL	FRP	Closed	DC06 Invincible Task Dependencies for Designed Services Provisioning Plans	3-Moderate
1653	2/27/2009	B&C	FRP	Closed	DC04 Calls with Granite service usage plan are being rated incorrectly	3-Moderate
1666	2/27/2009	B&C	FRP	Closed	DC04 Installation and activation charges are displayed on one bill instead of being distributed in three bills	3-Moderate
1755	2/28/2009	B&C	FRP	Closed	Bill that was sent to customer has corrupted display format, causing invoice to look horrible	2-High
1762	2/28/2009	B&C	FRP	Closed	Account Corrections - Business Products present on Residential Accounts.	3-Moderate
1798	2/28/2009	B&C	FRP	Closed	Missing Carrier information from "Other Providers" on FRP invoice.	3-Moderate
1984	3/3/2009	B&C	FRP	Retest	DC10 Customer was disconnected but is converted as active in Kenan and received an invoice this month with charges	3-Moderate
1996	3/3/2009	B&C	FRP	Closed	FRP invoices produced by MPX do not contain Bill dates causing errors when trying to view in CBM	3-Moderate
2393	2/25/2009	B&C	FRP	Closed	: CR499 Update for Defect 1437	3-Moderate
2394	3/4/2009	B&C	FRP	Closed	: CR499 Update for Defect 1738	3-Moderate

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FRP INCIDENTS

2395	2/17/2009	B&C	FRP	Closed	: CR499 Update for Defect 797	3-Moderate
2396	3/4/2009	B&C	FRP	Closed	: CR499 Update for Defect 2119	3-Moderate
2398	2/26/2009	B&C	FRP	Closed	: CR499 Update for Defect 1536	3-Moderate
2399	2/27/2009	B&C	FRP	Closed	: CR499 Update for Defect 1653 - Granite Calling plan adjustment	3-Moderate
2400	2/23/2009	B&C	FRP	Closed	: CR499 Update for Defect 1216	3-Moderate
2401	3/3/2009	B&C	FRP	Closed	CR499 Update for Defect 2036	3-Moderate
2417	3/9/2009	B&C	FRP	Verified	Federal Access Charges should be configured based on the current number LD lines.	3-Moderate
2536	3/10/2009	OO-RET	FRP	Work in Progress	DC16C LQS_VIEW addresses incorrectly show not qualified for certain RT site CLLIs	3-Moderate
2676	2/24/2009	B&C	FRP	Closed	: CR499 Update for Defect 1259	3-Moderate
2677	2/24/2009	B&C	FRP	Closed	: CR499 Update for Defect 1245	3-Moderate
2678	2/25/2009	B&C	FRP	Closed	: CR499 Update for Defect 1491	3-Moderate
2725	3/5/2009	B&C	FRP	Closed	: CR499 Update for Defect 2207	3-Moderate
2726	2/25/2009	B&C	FRP	Closed	: CR499 Update for Defect 1323	3-Moderate
2727	2/22/2009	B&C	FRP	Closed	: CR499 Update for Defect 1045	3-Moderate
2728	3/5/2009	B&C	FRP	Closed	: CR499 Update for Defect 2167	3-Moderate
2729	3/5/2009	B&C	FRP	Closed	: CR499 Update for Defect 2183	3-Moderate
2730	3/6/2009	B&C	FRP	Closed	: CR499 Update for Defect 2227	3-Moderate
2731	2/26/2009	B&C	FRP	Closed	: CR499 Update for Defect 1536	3-Moderate
2732	2/27/2009	B&C	FRP	Closed	: CR499 Update for Defect 1653	3-Moderate
2733	2/24/2009	B&C	FRP	Closed	: CR499 Update for Defect 985	3-Moderate
2734	2/27/2009	B&C	FRP	Closed	: CR499 Update for Defect 1592	3-Moderate
2767	2/25/2009	B&C	FRP	Closed	: CR499 Update for Defect 1477	3-Moderate
2768	3/5/2009	B&C	FRP	Closed	: CR499 Update for Defect 2169	3-Moderate
2769	3/6/2009	B&C	FRP	Closed	: CR499 Update for Defect 2208	3-Moderate
2807	3/14/2009	B&C	FRP	Closed	Employee Account Not Receiving Employee Concession	3-Moderate
2808	3/14/2009	B&C	FRP	Closed	E911 Surcharge for a ISDN PRI should be based off 24 lines per pipe.	3-Moderate
2883	3/16/2009	B&C	FRP	Work in Progress	Packages Prorating Wrong (Related to DISCOUNT_type=8). Converse SR: 1201476	3-Moderate
2887	3/16/2009	OO-RET	FRP	Verified	Account Corrections: BTFS migrated for Residential Customer Accounts	3-Moderate
2960	3/16/2009	B&C	FRP	Closed	ACH Customers are not getting their accounts charged	3-Moderate
2961	3/16/2009	B&C	FRP	Closed	RBS Link file return	3-Moderate
2962	3/16/2009	B&C	FRP	Closed	Notes for annotation on a adjustment are printing on bill	3-Moderate
3095	3/18/2009	B&C	FRP	Closed	Account receiving charges and no call detail 207-676-3112	3-Moderate
3223	3/19/2009	B&C	FRP	Closed	FRP produced Invoices are not In CBM	3-Moderate
3282	3/20/2009	B&C	FRP	Closed	Disconnect credits are displaying on the bill in the adjustments section but not adding in the total.	3-Moderate
3561	3/24/2009	B&C	FRP	Work in Progress	Overlapping / Conflicting Calling plans provisioned to accounts	3-Moderate
3625	3/25/2009	B&C	FRP	Returned	Work item - This defect as a place holder to update products to be suppressed or unsuppressed. This includes all products and categories.	3-Moderate
3686	3/26/2009	B&C	FRP	Closed	WORK ITEM - NO FIX REQUIRED, NRC: Default NRC Component 3-20-09 1 @ 11.21 1 @ 11.18 /shows as conversion debit in	3-Moderate
3715	3/27/2009	SA	FRP	Blocked	DC16 WFM Order Completion messages not sent in 99.1	3-Moderate
3839	3/30/2009	B&C	FRP	Closed	Bill has LEC and LD s/h LD only;	5-Enhancement
3897	3/30/2009	B&C	FRP	Closed	Work item for 3451 - DC04 DPO option only pulls out new charges each month, need to account for any accounts which have charges for more than a month which havent been deducted	3-Moderate
3979	4/1/2009	B&C	FRP	Closed	DC04 Installation and activation charges are displayed on one bill instead of being distributed in three bills	3-Moderate
4034	4/1/2009	B&C	FRP	Closed	Provider ID configuration in Kenan BP for 2 new BNC Carriers	3-Moderate
4068	4/1/2009	PRODUCT	FRP	Need Solution	New Rule to be added for USOC A9D3X	3-Moderate
4082	4/1/2009	B&C	FRP	Closed	Previous balance on Child account was not transferred to Parent account for Feb and March invoices.	3-Moderate
4083	4/1/2009	B&C	FRP	Closed	DC04a Disconnect credits do not match Kenan orders	3-Moderate
4135	4/2/2009	B&C	FRP	Open	Vz used to only charge usage not MRCs or Surcharges. Now FRP charging only Surcharges.	3-Moderate
4229	4/5/2009	B&C	FRP	Closed	All \$0 rated Class of Service USOCs s/b suppressed	5-Enhancement
4232	4/5/2009	B&C	FRP	Closed	PGOZP rate on invoice not what Kenan shows for component totals	3-Moderate
4306	4/7/2009	B&C	FRP	Closed	Toll Free appears in Kenan but w/ \$0 rate; last Vz bill shows \$12.00, but either way it is not appearing on the invoice in the LD section where it should be	3-Moderate
4318	4/7/2009	B&C	FRP	Closed	FPAC_ - Exchange Access being charged on Assume Dial Access Lines and charged an NRC	5-Enhancement

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FRP INCIDENTS

4337	4/7/2009	B&C	FRP	Closed	RWW Move Outside Wire	3-Moderate
4344	4/7/2009	B&C	FRP	Verified	PGO4R rating wrong ME s/b \$35.00 but rating higher even w/o 1FR-P on the pkg	3-Moderate
4345	4/7/2009	B&C	FRP	Closed	ONEAQ Nickel LD MSL calculating at a much higher shortfall than plan has (almost 10X more)	3-Moderate
4387	4/7/2009	B&C	FRP	Closed	ONEAQ Nickel LD displaying wrong	3-Moderate
4388	4/7/2009	B&C	FRP	Closed	"HSI TriplePoint Discount" 14.21 s/b in Internet Section. "FairPoint TriplePoint" \$15.48 already in LEC section.	3-Moderate
4461	4/8/2009	OO-RET	FRP	Closed	Call forwarding for Home Voice Mail s/b indented under the Exchange Choice package but appears alacarte	5-Enhancement
4503	4/9/2009	B&C	FRP	Closed	OVP/OFL FairPoint Business Extra displaying in wrong section; s/b in LEC	5-Enhancement
4509	4/9/2009	B&C	FRP	Closed	BD2 (Toll Free Call Detail) on account and not displaying any detail, only summary of it	3-Moderate
4513	4/9/2009	B&C	FRP	Closed	No orders in Siebel, but orders in Kenan disconnecting Assets/Products AND giving customer disconnect credits back to 1/18/09.	3-Moderate
4520	4/9/2009	B&C	FRP	Closed	USAGE CAST- For Account 2077606200331, the DA calls are incorrectly being passed as regular calls.	3-Moderate
4527	4/9/2009	B&C	FRP	Closed	PGORS Prorating Wrong	3-Moderate
4529	4/9/2009	B&C	FRP	Closed	15Q-P and 15Q-SUS for \$8.36 in Kenan and Siebel - not displaying on invoice	3-Moderate
4534	4/9/2009	B&C	FRP	Closed	Employee Concessions are not calculating correctly	3-Moderate
4546	4/10/2009	B&C	FRP	Closed	ONEAQ - Nickel LD missin on invoice at acct level in Kenan	3-Moderate
4587	4/11/2009	B&C	FRP	Closed	Adjustments in Kenan not displaying on invoice resulting in March Prev Total Due not matching April Prev Bal	3-Moderate
4589	4/11/2009	B&C	FRP	Closed	T7B MRC last mo 41.05 this mo \$0	3-Moderate
4591	4/11/2009	B&C	FRP	Closed	Labor charge appearing in RC section and s/b NRC section	3-Moderate
4592	4/11/2009	B&C	FRP	Closed	BBD60 - 60 discount on Internet product calculating wrong	3-Moderate
4607	4/11/2009	B&C	FRP	Closed	Internet Outage Credit being applied to accounts w/o Internet or Email. Credit is also duplicated.	3-Moderate
4659	4/13/2009	B&C	FRP	Closed	Date ranges on invoices s/b showing only when order is issued to generate proration	3-Moderate
4724	4/13/2009	PRODUCT	FRP	Closed	Account Correction: Customer with SimpleOptions \$50 3 yr Plan was migrated with SmartOptions \$3000 3 vr MSL	3-Moderate
4774	4/14/2009	B&C	FRP	Closed	Customer set up to receive 2 copies of their invoice but customer only receiving 1 copy	3-Moderate
4810	4/15/2009	B&C	FRP	Closed	the boilerplate text is not aligned properly in the return afp because the file coming out of Kenan is aligned correctly.	3-Moderate
4863	4/15/2009	B&C	FRP	Closed	State of Maine Regional Toll Free missing MRC 9.75	3-Moderate
5133	4/21/2009	B&C	FRP	Closed	Kenan regenerated January 9th invoice in error, causing customer to be recharged for products	3-Moderate
5190	4/22/2009	B&C	FRP	Work in Progress	Unable to post cramming adjustment on an account	3-Moderate
5346	4/25/2009	B&C	FRP	Closed	Account Corrections: OVP/OFL s/n/b displaying at line level LEC (Display)	3-Moderate
5455	4/28/2009	B&C	FRP	Closed	Need to establish a Clean list of Resellers that are expecting to receive BDT Invoices.	3-Moderate
5503	4/28/2009	B&C	FRP	Open	USAGE CAST- A/C 6036430185852, TN 6036430185 has PIC of 0555, but the calls appearing in LD section and not other provider section.	3-Moderate
5557	4/29/2009	B&C	FRP	Reopen	Need to be able to charge up a customer	3-Moderate
5661	5/1/2009	B&C	FRP	Work in Progress	E911 Surcharge Issues - No definition exists for which products are subject to E911 surcharges	3-Moderate
5662	5/1/2009	B&C	FRP	Closed	No definition exists for which products are subject to E911 surcharges	3-Moderate
5753	5/4/2009	B&C	FRP	Reopen	Adjustments required for Corporate Rewards	3-Moderate
5853	5/6/2009	B&C	FRP	Closed	USAGE CAST - VZB - Multiple CDRs Originating from a TN as the same time	3-Moderate
5854	5/6/2009	CONV	FRP	Closed	USAGE CAST Missing WIN Usage file for State of Vermont	3-Moderate
5939	5/8/2009	B&C	FRP	Closed	Wholesale orders not flowing from Siebel to Kenan	3-Moderate
5967	5/10/2009	B&C	FRP	Closed	CR: FlatRate Plus 3 Yr has an override rate less than MSL configured rate of \$25	3-Moderate
5984	5/11/2009	OO-ESG	FRP	New	CommissionAndRefund DB: PubCom updated requirement for Refund	3-Moderate
5985	5/11/2009	OO-ESG	FRP	New	CollectionAndCounting DB: offsort is giving same pop-up message on Main Menu after applying offsort	3-Moderate
5988	5/11/2009	OO-ESG	FRP	New	CommissionAndRefund DB:DB calculation is not matching Verizon Calculation	3-Moderate
5989	5/11/2009	OO-ESG	FRP	New	CommissionAndRefund DB: Process for the revenue extraction for Commission calculation needs to be reviewed	3-Moderate
6023	5/12/2009	B&C	FRP	Closed	Missing entries in Global_open_item_id_map	3-Moderate
6030	5/12/2009	B&C	FRP	Closed	Customer has USOC OMD with a Unlimited Package however no call detail displayed.	3-Moderate
6103	5/13/2009	CONV	FRP	Verified	USAGE CAST - VZB - Multiple CDRs Originating from a TN as the same time	3-Moderate
6104	5/13/2009	CONV	FRP	Open	USAGE CR CAST Missing WIN Usage file for State of Vermont	3-Moderate
6115	5/13/2009	B&C	FRP	Closed	Centrex Station Line appearing as 35.95 with varying station line rates. Per ME AFOR s/n exceed 38.95 per line. (overbilling)	3-Moderate
6221	5/15/2009	B&C	FRP	Reopen	USAGE Regional Toll displaying in LD Section & Cus has ULTOLL component for unlimited regional, still getting billed (overbilling)	3-Moderate
6227	5/15/2009	OO-ESG	FRP	Closed	VSSI - Tax Exempt Status missing	3-Moderate
6231	5/15/2009	B&C	FRP	Returned	VSSI - Incorrect names/addresses appearing on Invoices	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FRP INCIDENTS

6244	5/16/2009	B&C	FRP	Closed	CR - Contract expired -rates remained same (underbilling)	3-Moderate
6246	5/16/2009	B&C	FRP	Closed	Kenan disconnect of TN, Can't find a Siebel order	3-Moderate
6265	5/18/2009	OO-RET	FRP	Closed	Customers receiving 'Fetch Error' when they are trying to pay by phone using IVR - Noret! ACD Issue	3-Moderate
6270	5/18/2009	B&C	FRP	Returned	LWV-P Flat Svc-Connecting Misc Com Carrier (display)	3-Moderate
6291	5/18/2009	OO-RET	FRP	Need Solution	DC05 DL Identify main listing for BAN accounts.	3-Moderate
6334	5/19/2009	B&C	FRP	Reopen	USAGE Local Calls being charged as Regional Calls	3-Moderate
6378	5/19/2009	B&C	FRP	Closed	Missing LD service section - Print issue	3-Moderate
6469	5/20/2009	OO-RET	FRP	Closed	HCC surcharge not applied - Vermont	3-Moderate
6471	5/20/2009	B&C	FRP	Closed	Two products carrying toll free, one is Corp Rewards and the other is State of NH WATS override (overbilling)	3-Moderate
6478	5/20/2009	B&C	FRP	Deployed	USAGE CR Customer being charged for National DA calls when they really made local DA calls	3-Moderate
6562	5/22/2009	B&C	FRP	Closed	USAGE - Calls being guided by MTSINTRALEC instead of Coporate Rewards.	3-Moderate
6590	5/24/2009	B&C	FRP	Closed	Corporate Rewards missing on invoice starting w/ May Proforma.	3-Moderate
6699	5/28/2009	B&C	FRP	Closed	Voice Access Speed DS1 1 @ 346.80/1 @ 204.00 missing (underbilling)	3-Moderate
6710	5/28/2009	OO-ESG	FRP	Open	Overbilling Issue - Acct:603-417-1038-038	3-Moderate
6717	5/28/2009	B&C	FRP	Verified	BIP Fallout - No RATE_RC entry	3-Moderate
6746	5/29/2009	B&C	FRP	Work in Progress	USAGE B&C agreements and appropriate taxes and surcharges not being billed for other carriers	3-Moderate
6773	5/31/2009	B&C	FRP	Reopen	USAGE CR Kobie Marketing Credits	3-Moderate
6792	6/1/2009	B&C	FRP	Verified	USAGE Account with DQA still allowing customers to make inter/intra calls and charging them.	3-Moderate
6810	6/2/2009	OO-ESG	FRP	Closed	ESG - Standalone LD/Centrex accounts billed incorrect FAC	3-Moderate
6821	6/2/2009	B&C	FRP	Closed	NOVA Cl of Svc (CO32X) FRP apprs to be overbilling compared to last VZ invoice (overbilling)	3-Moderate
6827	6/2/2009	B&C	FRP	Reopen	USAGE Customer who has PIC as AT&T in both siebel and confirmed by RCMAC is being charged for international calls.	3-Moderate
6831	6/2/2009	B&C	FRP	Open	USAGE: Incorrectly passing three way calling in Mediation.	3-Moderate
6869	6/3/2009	PRODUCT	FRP	Closed	Account Correction: RES accounts have CLT USOC, which is only for BUS	3-Moderate
6884	6/4/2009	PRODUCT	FRP	Closed	B&C Usage not being assesd local, state or federal taxes	3-Moderate
6902	6/4/2009	B&C	FRP	Closed	Edward Jones account 2077257406232	3-Moderate
6904	6/5/2009	B&C	FRP	Closed	Double Point discount credit less than s/b (overbilling)	3-Moderate
6913	6/5/2009	OO-RET	FRP	Open	Business bills - missing Bar chart info	3-Moderate
6915	6/5/2009	OO-RET	FRP	Open	Missing ICB - TF usage billing at default rate	3-Moderate
6934	6/5/2009	B&C	FRP	Verified	ISP Bulk Billing - Unable to associate the DSL TN with the reseller services	3-Moderate
6966	6/7/2009	B&C	FRP	Open	USAGE OOF LD line showing up in LEC w/ Regional Toll on it	3-Moderate
6985	6/8/2009	B&C	FRP	Reopen	USAGE OM - UNE - Resale - Issues reported by New Horizon	3-Moderate
7003	6/8/2009	B&C	FRP	Returned	Underbilling - Acct:2073071840704	3-Moderate
7088	6/10/2009	B&C	FRP	Verified	USAGE - QWEST - Receiving usage on non FRP TNs	3-Moderate
7251	6/15/2009	B&C	FRP	Verified	USAGE Operator Handled Calls Rating Incorrectly	3-Moderate
7260	6/15/2009	OO-RET	FRP	Open	USAGE MIU - 418 errors	3-Moderate
7262	6/15/2009	OO-RET	FRP	Open	USAGE MIU - 1004	3-Moderate
7263	6/15/2009	OO-RET	FRP	Open	USAGE MIU - 440	3-Moderate
7265	6/15/2009	OO-RET	FRP	Open	USAGE MIU - 2070	3-Moderate
7266	6/15/2009	OO-RET	FRP	Open	USAGE MIU - 2076	3-Moderate
7274	6/15/2009	B&C	FRP	Verified	Custopak MTM large business accts higher than vz w/ no siebel orders adding products (overbilling)	3-Moderate
7678	6/16/2009	B&C	FRP	Reopen	16 centrex lines and 1 ISDN BRI line \$0 rated. Large Business (underbilling)	3-Moderate
7679	6/16/2009	B&C	FRP	Open	USAGE generating yet all lines are PIC/LPIC 0444 since well before cut (overbilling)	3-Moderate
7682	6/16/2009	B&C	FRP	Closed	PGO3F under billing and all components present in Siebel and Kenan (underbilling)	3-Moderate
7685	6/16/2009	B&C	FRP	Closed	VT \$5 Credit displaying as \$4.99 (overbilling)	3-Moderate
7712	6/17/2009	B&C	FRP	Returned	State of Vermont 800 bills with no usage detail (display) - PLEASE UPDATE!	3-Moderate
7736	6/17/2009	OO-RET	FRP	Open	Tier 1 Corp Rewards accts in Error'	3-Moderate
7767	6/17/2009	B&C	FRP	Verified	Account Corrections: PGOKX & PGOKU full month rate s/b \$9 not \$8.38 or various rates showing (underbilling)	3-Moderate
7775	6/17/2009	B&C	FRP	Reopen	State of NH \$2008.00 MRCs/Vz \$0 (overbilling)	3-Moderate
7823	6/19/2009	B&C	FRP	Open	Summary/Parent accounts appear to be under billing by about half compared to pre-cutover invoices (underbilling)	3-Moderate
7837	6/19/2009	B&C	FRP	Open	Univ of ME account has various line rates (underbilling)	3-Moderate
7838	6/19/2009	B&C	FRP	Closed	Add new adj reason code to Kenan	3-Moderate
7864	6/22/2009	OO-RET	FRP	Open	Underbilling - LD account billing usage at incorrect rate	3-Moderate
7883	6/22/2009	OO-ESG	FRP	New	BAPL missing FSO & mileage USOCs	3-Moderate
7956	6/24/2009	B&C	FRP	Fixed	USAGE Paging Companies to be moved to CDG	3-Moderate
8001	6/25/2009	CONV	FRP	Open	ESG - Missing LD calling plan - FirmRate plan - Overcharge	3-Moderate
8118	6/29/2009	B&C	FRP	Open	CR: Siebel Rule: FAC should auto populate if PIC 0571 is chosen (underbilling)	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
FRP INCIDENTS

8191	7/1/2009	B&C	FRP	Verified	BVS deleted by a Kenan only order. (underbilling)	3-Moderate
8291	7/6/2009	B&C	FRP	Reopen	ESG - Rhode Island account converted to Kenan	3-Moderate
8318	7/6/2009	B&C	FRP	Closed	Reseller - Reseller invoices do not total on page 1, total do not match on page 3 /4	3-Moderate
8320	7/6/2009	OO-RET	FRP	Open	LD Only Account billed for regional usage	3-Moderate
8405	7/8/2009	B&C	FRP	Returned	Breakdown of OC&C charges on Reseller bills must have a description	3-Moderate
8441	7/9/2009	OO-RET	FRP	Open	ESG - State of Maine account #131827234 billed for other customers usage	3-Moderate
8445	7/9/2009	B&C	FRP	Open	CR: Packing Pricing Validation	3-Moderate
8448	7/9/2009	B&C	FRP	New	CR: Siebel to Kenan Validation	3-Moderate
8454	7/9/2009	B&C	FRP	New	CR: Next Bill Date in Kenan falls in line with Last Bill Produced in Verizon	3-Moderate
8459	7/9/2009	B&C	FRP	Open	CR: Lifeline extract, comparing rates	3-Moderate
8489	7/10/2009	B&C	FRP	Returned	Telephone Repair contact number incorrect listed on Business bills	3-Moderate
8527	7/12/2009	OO-RET	FRP	Open	MIU 440 - Correct configuration to allow OV2 to rate regional usage (underbilling)	3-Moderate
8529	7/12/2009	OO-RET	FRP	Open	MIU 440 - Configure RKWXS-P to rate local usage (under Billing)	3-Moderate
8530	7/12/2009	OO-RET	FRP	Open	MIU 440 - Correct configuration to allow RWT to rate local usage (underbilling)	3-Moderate
8538	7/13/2009	B&C	FRP	Closed	Overbilling - New Zealand standard termination point billed as premium	3-Moderate
8559	7/13/2009	B&C	FRP	Work in Progress	112-P USOC rate in PWB \$0 but tariff shows MRC - PWB needs updating per e-mail (under billing)	3-Moderate
8586	7/14/2009	OO-RET	FRP	Closed	DC05 DL Missing book codes on captions containing only foreign listings got from NLR	3-Moderate
8656	7/15/2009	B&C	FRP	Open	USAGE Line PIC'd to another provider, but LD usage falling out. (overbilling)	3-Moderate
8657	7/15/2009	B&C	FRP	Closed	Verify usage is flowing to the correct billing account. (under/overbilling)	3-Moderate
8660	7/15/2009	B&C	FRP	Open	No products active in either Siebel or Kenan, usage falling out. (under/overbilling)	3-Moderate
8727	7/17/2009	B&C	FRP	Closed	Static IP Block 5, G1255, has a default rate of 20.00, but isn't appearing on the invoice. (underbilling)	3-Moderate
8737	7/17/2009	B&C	FRP	Retest	USAGE OM - UNE_Resale View	3-Moderate
8743	7/17/2009	B&C	FRP	Verified	Usage guided to external ID type 200, s/b guided to LD split line.(overbilling)	3-Moderate
8752	7/19/2009	B&C	FRP	Open	Important - just reported problem in Service Credit Union Billing	3-Moderate
8802	7/20/2009	B&C	FRP	Returned	Overbilling - account is missing the FirmRate Calling plan	3-Moderate
8858	7/21/2009	B&C	FRP	Open	Business Trunks in ME s/b 150% of BVS MRC (underbilling)	3-Moderate
8931	7/23/2009	OO-RET	FRP	Open	MSLN Account overcharged for Frame Relay services	3-Moderate
8936	7/23/2009	B&C	FRP	Returned	Circuit ID appearing on header in invoice, in Siebel both Circuit ID and Telephone number are populated.(display)	3-Moderate
8946	7/23/2009	B&C	FRP	Reopen	Customer's w/ 3-way call block getting billed for 3-way calls (over billing)	3-Moderate
8947	7/23/2009	OO-WHSL	FRP	Open	Whl - Migrate Order populating the SO # in the customer name field in Kenan	3-Moderate
8950	7/23/2009	OO-WHSL	FRP	Open	Whl - Reseller account generating end user invoices	3-Moderate
8998	7/24/2009	B&C	FRP	Open	Dial up service given 0.00 override, s/b 22.95, override s/b removed. (underbilling)	3-Moderate
9071	7/28/2009	B&C	FRP	Reopen	Employee Concession (Underbilling)	3-Moderate
9105	7/28/2009	B&C	FRP	Open	MIU 152 USAGE : Receiving usage on IFINALS TNs	3-Moderate
9106	7/28/2009	B&C	FRP	Open	MIU 152 USAGE: Not Recieved billing info in NLR Retail TN	3-Moderate
9146	7/29/2009	B&C	FRP	Open	RD6XL-P has a default rate of 0.00, s/b 24.05. (underbilling)	3-Moderate
9147	7/29/2009	B&C	FRP	Closed	Direct Inward Dialing block billed @ 2,237.00 last month this month 100.00 (Underbilling)	3-Moderate
9155	7/29/2009	B&C	FRP	Open	Split TN, LEC TN has unlimited LD plan since conversion usage guided to 212 TN (MIU)	3-Moderate
9208	7/30/2009	B&C	FRP	Open	Local usage guided to Out of Franchise lines; s/b guided to which ever CLEC provides the dial tone. (MIU)	3-Moderate
9300	8/3/2009	OO-RET	FRP	Closed	Incorrect Repair number listed on Small Business Invoices	3-Moderate
9320	8/4/2009	B&C	FRP	Open	Two Exchange Access USOCs appearing on CTX Plus lines. (overbilling)	3-Moderate
9322	8/4/2009	B&C	FRP	Open	Custome Payphone Service Monthly credit \$50.00 showing as a credit of 48.77 (Overbilling)	3-Moderate
9323	8/4/2009	B&C	FRP	Open	A9D given new override rate; no contract to be found in PWB. (underbilling)	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
VERIZON EXTRACT INCIDENTS

Defect ID	Detected on Date	Solution Team	Assigned Team	Status	Summary	Severity
166	2/9/2009	CONV	Verizon Extract	Closed	CFPD Invoice Format Discrepancies - Page heading inconsistently missing 'Of'	3-Moderate
245	2/10/2009	CONV	Verizon Extract	Closed	Cutover AMS COMPANY1field data is missing from data file	3-Moderate
342	2/11/2009	B&C	Verizon Extract	Closed	CRIS - BLG.X.F.02 - MRC We need to see the transactional data.	3-Moderate
364	2/11/2009	CONV	Verizon Extract	Closed	Employee Concessions Type 41	3-Moderate
661	2/16/2009	CONV	Verizon Extract	Closed	NECASH - BLG.X.F.01 - Missing Addresses	3-Moderate
670	2/16/2009	CONV	Verizon Extract	Closed	Company Name Mismatches for same BTN in VZBB Portal data and CRIS extract data	3-Moderate
742	2/17/2009	CONV	Verizon Extract	Closed	Local Dial tone freeze (RSCP) is showing on a very few accounts	3-Moderate
748	2/17/2009	CONV	Verizon Extract	Closed	Duplicate equipment assignments for circuits in BAAIS	3-Moderate
1205	2/23/2009	OO-RET	Verizon Extract	Closed	DC05 DL Complex Listings requiring manual update per VZ. We need to understand these listing and why the manual update is required.	3-Moderate
1218	2/23/2009	CONV	Verizon Extract	Closed	VOL Arbor (BBB.X.F.01) - Payment reversal issue	3-Moderate
1246	2/24/2009	CONV	Verizon Extract	Closed	ENG.X.F.09 - WFAC Contains invalid CAC's	3-Moderate
1356	2/25/2009	CONV	Verizon Extract	Closed	VZ data inconsistencies for credit card customers (BBB.X.F.01 Arbor VOL)	3-Moderate
1357	2/25/2009	CONV	Verizon Extract	Closed	Additional circuits in the Billing system that are not found in the Provisioning System (BLG.X.F.02 / WBP.X.F.01)	3-Moderate
1505	2/26/2009	CONV	Verizon Extract	Closed	PON_VCI is null in IVAPP (FPN.X.F.06)	3-Moderate
1515	2/26/2009	B&C	Verizon Extract	Closed	Previous Payments that have already posted on VZ invoices reappearing on FRP invoice.	3-Moderate
1561	2/26/2009	CONV	Verizon Extract	Closed	CFPD - BLG.6.12 - Data files incomplete for 11/30 and 12/30 VT Cycles	3-Moderate
1584	2/26/2009	B&C	Verizon Extract	Closed	USAGE - Conversion Usage data missing from Verizon	3-Moderate
1674	2/27/2009	CONV	Verizon Extract	Closed	VOL Invoice Missing - BBB.X.F.07 - Invoice Not found in any VOL Bill Image extract	3-Moderate
1824	3/1/2009	CONV	Verizon Extract	Closed	SORBS reporting issue	3-Moderate
2074	3/4/2009	CONV	Verizon Extract	Closed	BLG.X.4.15 - CBSS Missing invoice - 8024167501459	3-Moderate
2166	3/5/2009	CONV	Verizon Extract	Closed	September VeCTR extract file does not contain complaint history for the correct time period (BLG.X.3.22)	3-Moderate
2215	3/5/2009	CONV	Verizon Extract	Closed	VZ Incident SWITCH ENG.X.F.05 Cable Pair Assignment Missing - On Voice Circuits	3-Moderate
2217	3/5/2009	CONV	Verizon Extract	Closed	VZ Incident SWITCH ENG.X.F.05 TN does not exist in SWITCH	3-Moderate
2219	3/5/2009	CONV	Verizon Extract	Closed	VZ Incident TIRKS CPS.X.F.01 Missing ELNT (911) circuits in TIRKS	3-Moderate
2220	3/5/2009	CONV	Verizon Extract	Closed	VZ Incident SWITCH ENG.X.F.05 In SWITCH, the same circuit is appearing in two wire centers	3-Moderate
2274	3/6/2009	CONV	Verizon Extract	Closed	Verizon FREE Service check emails	3-Moderate
2382	3/9/2009	CONV	Verizon Extract	Closed	Missing Caption Listings from NLR Cutover Extracts	3-Moderate
2426	3/9/2009	CONV	Verizon Extract	Closed	DSLAM port blocking issue	3-Moderate
2701	3/12/2009	CONV	Verizon Extract	Closed	Verizon Extract Missing billing records in CABS extract for over 2,500 TNs (Wholesale Adv voice) activated week prior to cut	3-Moderate
2703	3/12/2009	CONV	Verizon Extract	Closed	Verizon Extract NLR Listing records are not available in the NLR_LSG table but are in NLR_LSG_CU	3-Moderate
2981	3/17/2009	CONV	Verizon Extract	Closed	Verizon Incident BAAIS NBC FPN.X.F.03 Frame circuit not in extract	3-Moderate
2984	3/17/2009	CONV	Verizon Extract	Open	Foreign Listings Revised Extract Data	3-Moderate
3084	3/18/2009	CONV	Verizon Extract	Closed	VZ Incident SWITCH ENG.X.F.05 RCF circuits do not have a switch port in switch extract	3-Moderate
3089	3/18/2009	CONV	Verizon Extract	Closed	Non Standard Telephone Listings- Only 33 NSTN listings found in NLR extract	3-Moderate
3179	3/18/2009	SA	Verizon Extract	Closed	INC00000023115 - Circuit 77/TXNU/525858/NE not in M6	3-Moderate
3218	3/19/2009	CONV	Verizon Extract	Closed	CDRs being passed for TNs that are not in our billing system and missing from the source data	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
VERIZON EXTRACT INCIDENTS

3258	3/19/2009	CONV	Verizon Extract	Closed	DSL Circuits not found in extracts & OSS	3-Moderate
3457	3/23/2009	CONV	Verizon Extract	Closed	FPN.X.F.03 - Meetpoints do not have an associated DSL Ckt	3-Moderate
3513	3/24/2009	CONV	Verizon Extract	Closed	ESG.X.F.07 No billing detail for the child accounts billed out of the VZ systems	3-Moderate
3854	3/30/2009	CONV	Verizon Extract	Closed	FPN.X.F.03 - BAAIS NBC - PortAdminStatus vs. PortOperationalStatus	3-Moderate
3991	3/31/2009	CONV	Verizon Extract	Closed	BLG.X.1.09 - Invoices Missing from BARS Extract - 6034176478451	3-Moderate
4066	4/1/2009	B&C	Verizon Extract	Closed	CRE ESG.X.F.13 Duplicate call records have been passed in from Verizon and mediated in error	3-Moderate
4182	4/3/2009	CONV	Verizon Extract	Closed	NBBE ESG.X.F.45 Rejected orders - VZ to provide updated extract	3-Moderate
4764	4/14/2009	CONV	Verizon Extract	Closed	CRE ESG.X.F.13 Corporate rewards issue with incorrect children	3-Moderate
5470	4/28/2009	OO-WHSL	Verizon Extract	Closed	VZ Incident SWITCH ENG.X.F.05 Missing Frame assignments in the SWITCH Extracts	3-Moderate
5547	4/29/2009	CONV	Verizon Extract	Closed	Arbor VOL BBB.X.F.01 Confirmation of disconnected customer	3-Moderate
5770	5/5/2009	CONV	Verizon Extract	Closed	EPP.X.F.01 - VEPS - Customers indicate they do not recognize bank account numbers as they appear in data.	3-Moderate
6217	5/15/2009	OO-ESG	Verizon Extract	Closed	BLG.X.1.09A&B Information missing BARS	3-Moderate
6633	5/26/2009	CONV	Verizon Extract	Closed	NLR Re-extraction for Foriegn List - Missing two required tables	3-Moderate
7187	6/12/2009	B&C	Verizon Extract	Closed	WBP.X.F.01 - CABS Seems to lack Circuits in TIRKS which should have been billing	3-Moderate
9193	7/30/2009	B&C	Verizon Extract	Open	BCS service instance has call forwarding no answer and call forwarding busy line, BCS s/h no calling features. (display)	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
VENDOR PATCH INCIDENTS

Defect ID	Detected on Date	Solution Team	Assigned Team	Status	Summary	Severity
77	2/8/2009	Defect	DC 08	Closed	DC08 Wisor Business Rule Issue EATN is not required on EB/C Order	3-Moderate
109	2/8/2009	Defect	DC 06	Blocked	The following SALI issue is thrown, but the address seems to be present in M6:	3-Moderate
160	2/9/2009	Defect	DC 08	Closed	DC08 Wisor Business Rule Issue For SB Orders the AIN form is left blank but the TN should at least be required	3-Moderate
177	2/9/2009	Product Config	DC 08	Closed	Need WISOR edit to reject a Line Splitting, TOS 2R2-, ACT V order.	3-Moderate
272	2/10/2009	Defect	DC 08	Closed	DC08 ASR Invincible ASR order throwing a BRMSW5200 with no text	3-Moderate
273	2/10/2009	Operational	DC4E - Collections	Closed	DC04 NAG jobs are not working in Kansys Prod server	3-Moderate
375	2/11/2009	Defect	DC 05	Closed	Credit Check not sending requests to Experian	3-Moderate
604	2/15/2009	Defect	DC 32	Closed	69	3-Moderate
618	2/15/2009	Work Item	SS 05-Infrastructure	Closed	M6 Instability	3-Moderate
679	2/16/2009	Product Config	DC 08	Closed	DC08 Invincible ReqType: SD Business rule validation passed even though EUNAME is not populated.	3-Moderate
691	2/16/2009	Product Config	DC 08	Closed	DC08 Invincible ASR orders remain in 'Received' status in Wisor	3-Moderate
695	2/16/2009	Work Item	DC 06	Closed	DC06 14.1 For Asset Based Order M6 is sending PENDING/PENDING_DISCONNECT Line Status when Order Status is Complete	3-Moderate
726	2/14/2009	Work Item	SS 05-Infrastructure	Closed	Tasks in system queue in a ready state but beyond their scheduled task completion date	3-Moderate
811	2/18/2009	Defect	DC 16	Closed	DC 16 No data found in ADS for month of February	3-Moderate
828	2/18/2009	CR	DC 05	Closed	DC 05 Invincible REQTYP DB Code needs to be implemented to suppress sending the TN FID to be populated on the 104.1 feed file	3-Moderate
838	2/18/2009	Product Config	DC 08	Closed	DC08 Invincible ReqType: SD Receiving 'ETET is prohibited' error when it should be optional	3-Moderate
914	2/19/2009	Product Config	DC 08	Closed	DC08 Invincible ReqType: MD Invalid CCNA/ICSC error thrown by Wisor	3-Moderate
1017	2/21/2009	Defect	DC 06	Closed	DC 06 OM CAMP - Wisor source system Response XML time stamp is an echo of the incoming Request time stamp	3-Moderate
1132	2/23/2009	Defect	DC 06	Blocked	DC06 Invincible ReqType: SD Order created in M6 & a plan was assigned, but a TP Error was sent. [SR 7357124.994]	3-Moderate
1179	2/23/2009	Work Item	DC 11	Closed	Naviscore add order fails with 'cvadd gets witch fail' due to VPI/VCI being out of bound	3-Moderate
1252	2/24/2009	Defect	DC 16B	Closed	Logica Scheduler Loading	3-Moderate
1580	2/26/2009	Defect	DC 06	Closed	DC 06 Invincible SUP2 for DD change, updates DD to be one day prior than requested DD [SR 7287087.993]	3-Moderate
1908	3/2/2009	Work Item	DC 12	Closed	OSS-120061E-SWITCH PORT NOT AVAILABLE IN ACTIVATION REPORT	3-Moderate
1919	3/2/2009	Defect	DC 12	Closed	Problem in assigning a DS3 circuit to a migrated NHNOBO	3-Moderate
1966	3/3/2009	Display	DC4A - Kenan BP	Closed	USAGE Precision (Rounding) discount not getting applied on both offpeak and Peak calls	3-Moderate
2024	3/3/2009	Work Item	DC 06	Closed	LIDBCNAM Response Process Updating the Table Incorrectly	3-Moderate
2044	3/3/2009	Data Issue	Data Issues	Closed	Cable Pair Assignment Missing - On Voice Circuits (WinBack)	3-Moderate
2632	3/11/2009	Product Config	DC 08	Closed	DC 06 LSR Orders Wisor is sending back an invalid error message: CKR Required if REQTYP = AB.	3-Moderate
2659	3/11/2009	Work Item	DC 06	Blocked	DD task stays in the SYSTEM queue for a long time.	3-Moderate
2660	3/11/2009	Work Item	DC 06	Closed	Tasks in the SYSTEM queue take too long to complete.	2-High
2698	3/12/2009	Work Item	SS 05-Infrastructure	Closed	Gateway events stay in Sending status for over an hour	3-Moderate
2711	3/12/2009	Product Config	DC 08	Closed	DC08 Invincible SALI QSA field should be required when the SALI form is present	3-Moderate
2967	3/17/2009	CR	DC 06	Closed	DC 06 SUP1 response not being sent back to Wisor	3-Moderate
3251	3/19/2009	Defect	DC 06	Blocked	DC 06 Supplements are not updating ACI circuits/PTY [SR 7437543.993]	3-Moderate
3337	3/21/2009	Defect	DC 06	Blocked	DC06 Invincible Cannot view completed ASR orders after the ASOG 38 upgrade [SR 7447000.994]	3-Moderate
3354	3/22/2009	CR	DC4A - Kenan BP	Closed	Payments Processing: New charges is pulled by EFT process for posting payments	5-Enhancement
3401	3/23/2009	Defect	DC 06	Closed	DC06 Invincible On the ACI form, CLM circuit in the ECCKT is not found [SR 7442461.993]	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
VENDOR PATCH INCIDENTS

3431	3/23/2009	Defect	DC 06	Ready for Build	DC 06 CLF circuit populated in the RECCKT field on the ACI form was not associated to the disconnect order	3-Moderate
3437	3/23/2009	Work Item	DC 06	Closed	Desired Due Date is not Matching DD task	3-Moderate
3654	3/26/2009	Defect	DC 12A	Work in Progress	DC10 OO-ESG 'CRM-502507E SWITCH INFORMATION IS NOT AVAILABLE FOR LOCATION'	3-Moderate
3752	3/28/2009	Defect	DC 12	Closed	DC06 MetaSolv java.lang.StringIndex Out of Bounds Exception: String Index out of range:-1	3-Moderate
3896	3/30/2009	Defect	DC 06	Closed	DC06 ASR Preorder OM is sending back invalid ASR Preorder xmls to Wisor on the 43.2 queue	3-Moderate
3897	3/30/2009	Work Item	FRP	Closed	Work item for 3451 - DC04 DPO option only pulls out new charges each month, need to account for any accounts which have charges for more than a month which havent been deducted	3-Moderate
4004	3/23/2009	Data Issue	Data Issues	Closed	DC06 RIS Delete getting Rejected with TN not in service issue	3-Moderate
4070	4/1/2009	Work Item	DC 16C	Closed	GESW Task remains In Progress in System Queue	3-Moderate
4083	4/1/2009	Display	FRP	Closed	DC04a Disconnect credits do not match Kenan orders	3-Moderate
4145	4/2/2009	Product Config	DC 08	Closed	DC08 Business Rule Validation is failing: PLA Field should be required when the LNLN field contains Uppercase Letters.	3-Moderate
4262	4/6/2009	Product Config	DC 08	Closed	DC 08 Kitty Hawk WISOR is allowing orders to be supped and validated after a SUP1 has already been placed on them	3-Moderate
4265	4/6/2009	Product Config	DC 08	Closed	DC 08 Invincible REQYTP DB/D order entered in Wisor with PQTY > 1 and only one service detail section with a TN/TNS value passed	3-Moderate
4398	4/8/2009	Work Item	DC 06	Blocked	DC06 INVINCIBLE TN status is getting changed to in service when a disconnect order is cancelled for previous suspended asset	3-Moderate
4483	4/9/2009	Product Config	DC 08	Closed	DC08 Wisor not picking the multiple error messages sent for Wholesale orders	3-Moderate
4522	4/11/2009	Work Item	DC4A - Kenan BP	Closed	BIF early Termination	3-Moderate
4634	4/13/2009	Work Item	DC 12	Closed	VCONDES task is erroring out with an erro 'Exception during processing of tasks: Exception message empty'	3-Moderate
4646	3/23/2009	Work Item	DC 03	Closed	Not able to add some items to EAM Work Order - Remedy ticket INC000000027178	3-Moderate
4647	3/20/2009	Defect	DC 03	Closed	EAM - Unable to complete some work orders. Remedy Ticket # INC000000026878	3-Moderate
4653	4/13/2009	Defect	DC 01	Closed	FIN-OIE-Unable to reassign an iExpense Report	3-Moderate
4660	3/6/2009	Defect	DC 02	Closed	Deposit Advice process runs properly only with 1 processing thread	3-Moderate
4688	2/16/2009	Defect	DC 01	Closed	Correct Project does not come up when selected	3-Moderate
4748	4/14/2009	Defect	DC 06	Blocked	DC 06 Unable to convert ASR inquiries to firm orders- [4 step ASR process] [SR: 7447023.994]	3-Moderate
4783	4/14/2009	CR	DC 16B	Closed	Web Portal Navigation - Updates to GUI	3-Moderate
4872	4/16/2009	Product Config	DC 08	Closed	DC06 KH ERR For EB N with invalid feature getting error code of 30629E	3-Moderate
4905	4/16/2009	Defect	DC 03	Closed	WO Value Summary is not shown for EAM work order when an employee is assigned	3-Moderate
4908	4/16/2009	Defect	DC 03	Closed	Account Value and On Hand Qty Value not matching in PCR report	3-Moderate
4939	4/17/2009	Work Item	DC 12	Closed	Code enhancement needed to pick DSALM ports which are not having Condition code in case of RT model.	3-Moderate
5193	4/20/2009	Defect	DC 02	Blocked	Payroll: Incorrect Y-T-D Balances (Oracle patch, SQL, reconciliation)	3-Moderate
5222	4/22/2009	Defect	DC 01	Verified	FIN - PA: MGT: Expenditure Summary Report shows asterisks **** when Material Expenditure Type is involved	3-Moderate
5299	4/23/2009	Work Item	DC 02	Test In Progress	Payroll: Partial Period Accrual Calculation (Process change - work item)	3-Moderate
5300	4/23/2009	Defect	DC 02	Blocked	Payroll: Unable to tie Payroll JE with GL cash clearing account (Oracle patch)	3-Moderate
5413	4/27/2009	Defect	DC 01	Closed	FIN-OIE /AP Expense Report is giving distribution variance in AP	3-Moderate
5633	5/1/2009	Product Config	DC 08	Closed	DC 06 INVINCIBLE JB/ C Order Creation failed with following error message "Unexpected error occurred in the system."	3-Moderate
5673	5/3/2009	Defect	DC 02	Closed	Payroll: Check writer (xml) process skips check numbers infrequently (Oracle patch)	3-Moderate
5746	5/5/2009	Defect	DC 06	Closed	DC06 CB V Order creation fails with vague error "There are In Service children that are not on the order "	3-Moderate
5818	5/6/2009	Defect	DC 05	Closed	can't scroll in installed assets tab view	3-Moderate
5823	5/6/2009	Product Config	DC 08	Closed	DC08 Invincible Invalid reject message sent regarding DIRQTYNC field, when RTY is LML	3-Moderate
5845	5/6/2009	Product Config	DC 08	Open	DC08 Invincible Wisor not requiring ECCKT, when it should be required per ASOG	3-Moderate
5878	5/7/2009	Defect	DC 06	Closed	DC06 JB D JB D order creation fails with error " No Services Associated with BAN passed." though data present	3-Moderate
5965	5/10/2009	Defect	DC 06	Closed	Lerg Load into Production	3-Moderate
6021	5/12/2009	Product Config	DC 08	Closed	DC08 JB C order Request from Wisor with lact blank , wisor selects a default value of "i"	3-Moderate
6151	5/14/2009	Defect	DC 06	Closed	DC06 AB\D Order creation fails with Unexpected error occurred in the system	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
VENDOR PATCH INCIDENTS

6265	5/18/2009	Defect	FRP	Closed	Customers receiving 'Fetch Error' when they are trying to pay by phone using IVR - NoretI ACD Issue	3-Moderate
6429	5/4/2009	CR	DC 15	Closed	Patch Updates for Proviso from IBM to avoid and fix Report Autogrouping issues	3-Moderate
6662	5/27/2009	Defect	DC 01	Closed	AP : Payables Accounting Process is completing in error in Production	3-Moderate
6750	5/29/2009	Defect	DC 12A	Blocked	DC10 Invincible Two Six Code/trunk circuits not loaded in M6	3-Moderate
6895	6/4/2009	Defect	DC 06	Closed	DC06 Invincible ASR CN Issue The DD on the ASR CN response is being sent back with a format of MMDDCCYY but should be sent back as CCYYMMDD	3-Moderate
6939	6/5/2009	Defect	DC 01	Closed	FIN-AP Invoice are stuck with ,"Selected for Payment Status"	3-Moderate
7014	6/9/2009	Work Item	DC 12	Closed	To prevent orders falling out in Auto-Iss because of this reason. There are circuits on this order that do not have an issue associated to this order	3-Moderate
7043	6/9/2009	Product Config	DC 08	Closed	DC 08 Wisor schema needs to be updated to allow for 8 character Class of Service values	3-Moderate
7051	6/9/2009	Defect	DC 01	Closed	FIN - PA: PRC: Project Summary Update Amounts complete with error	3-Moderate
7197	6/12/2009	Defect	DC 01	Closed	FIN- AP - The wire number is 80001306. was voided on May 29th, It is stuck and is not creating accounting.	3-Moderate
7218	6/15/2009	Defect	DC 03	Closed	SCM: Inventory transactions in error - Due to this , transactions are not getting costed	3-Moderate
7220	6/15/2009	CR	DC 03	Work in Progress	SCM - Autocreating the Purchase order does not default the Supplier part number from Quotations	3-Moderate
7256	6/12/2009	Defect	DC 14	Closed	Netcool Omnibus Fix Patch Implementation	3-Moderate
7672	6/16/2009	Defect	DC 01	Closed	FIN - FA: Depreciation process is completing with an error	3-Moderate
7794	6/18/2009	Product Config	DC 08	Closed	DC08 Invincible Wisor business rule loop for MLBTN & EATN on DB/Vs	3-Moderate
7878	6/22/2009	Defect	DC 12	Closed	Manual Provisioning Performance	3-Moderate
7961	6/24/2009	Defect	DC 12	Closed	DC-12 A Unable to update the equipment specification for ADTRAN TA 1248	3-Moderate
8031	6/26/2009	Defect	DC 01	Closed	FIN- AP User is not able to delete or cancel one particular invoice	3-Moderate
8088	6/28/2009	Defect	DC 03	Closed	SCM: Unable to Update Items in Item master - Error - "There are pending cycle count entries or physical inventory adjustments for this item"	3-Moderate
8256	7/2/2009	Defect	SS 05-Infrastructure	Duplicate	Infra RFC: Apply Oracle M6 B512 Stored Procedure for New DSL Service Locations	2-High
8351	7/7/2009	CR	DC 07	Closed	Upgrade Datapower firmware from 3.7.3.2 to 3.7.3.3	3-Moderate
8354	7/7/2009	Defect	DC 03	Closed	SCM: On-hand value and account value not reconciling on Period Close Reconciliation Report for June 2009	3-Moderate
8363	7/7/2009	Defect	DC 08	New	DC08 Invincible - LSR Preorder For the Collocation Facility request if the COSTAT on the response B or D then we should return the Circuit ID in the ECCKT field	3-Moderate
8389	7/23/2009	Defect	DC 01	Work in Progress	FIN - FA: The Cost summary/detail report shows out of balance in assets	3-Moderate
8392	7/8/2009	Defect	DC 01	Verified	FIN - FA: Depreciation is getting calculated twice in the same period	3-Moderate
8402	7/8/2009	Defect	SS 05-Infrastructure	New	ASAP response not reaching M6 because of ^H characters	3-Moderate
8731	7/17/2009	Defect	DC 01	Work in Progress	Cost of Removal is not showing up in Asset Retirements Report	3-Moderate
8884	7/22/2009	Work Item	DC 16B	Deployed	Logica Patch Application	3-Moderate
9040	7/27/2009	Defect	DC 01	Work in Progress	FIN- iExpense - Few Expense reports when rejected by Fin, and re-submitted by user is actually getting stuck	3-Moderate
9523	8/10/2009	CR	DC 15	Retest	Peg Count fix for 5ESS - Previsor	3-Moderate
9600	6/1/2009	Defect	DC 03	Verified	SCM: Patch to fix the inventory asset flag issue that causes un-costed inventory transactions.	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
DATA ISSUES

Defect ID	Detected on Date	Solution Team	Assigned Team	Status	Summary	Severity
196	2/9/2009	OO-RET	Data Issues	Closed	Cutover Boss Notes are not populated on the account	3-Moderate
213	2/9/2009	B&C	Data Issues	Closed	MRC-USOC RCR34,RCR31 Double Point Discount not migrated to Kenan appears on VZ invoice and not on FRP invoice.	3-Moderate
316	2/10/2009	CONV	DC 05	Open	Billing Accounts in Siebel where the Primary Address Does not have an Address Line 1 or City or both	3-Moderate
382	2/12/2009	SA	Data Issues	Closed	DC13 CLR-DLR Design lines are missing for few circuits in M6 Invincible but present in M6 Constellation.	3-Moderate
383	2/12/2009	OO-WHSL	DC 12A	Work in Progress	DC10 PRODUCTION No In service Directory Listing Details are present for the Ban 8025400536% due to this the production order (PON:DL0207DEFORGE) getting failed with error message "The Size of the List = 0".	3-Moderate
385	2/12/2009	SA	Data Issues	Closed	SA Circuit enrichment for Tn :- 603-362-5199, 207-782-2050 is failing in Invincible	3-Moderate
387	2/12/2009	CONV	Data Issues	Closed	12 Cables of ICGS_WC = 9146 went into fallout in FTTP Inventory	3-Moderate
461	2/13/2009	OO-WHSL	DC 12A	Work in Progress	DC 10 Invincible AB/V - Sup 3 orders didn't create as CKT not present in "CIRCUIT" table *Call forwarding features are being added	3-Moderate
562	2/14/2009	SA	Data Issues	Closed	DC 12 TN does not exist in Metasolv - 6036446916	3-Moderate
611	2/15/2009	SA	Data Issues	Closed	INC000000018013 (FRP Top Ten) - Frame Relay circuits are missing CLR/DLR as well as cross reference circuit information	3-Moderate
615	2/15/2009	SA	Data Issues	Closed	INC000000018804 - Missing ELNT (911) circuits in M6	3-Moderate
634	2/15/2009	CONV	Data Issues	Closed	DC 10- Serviceability check is failing with "switch info not available" message.	3-Moderate
704	2/9/2009	SA	Data Issues	Closed	Initiated as INC000000017282 Circuit "81/HCGM/192181//NE" Missing in M6	1-Critical
948	2/20/2009	SA	Data Issues	Closed	INC000000020830 - Circuits starting with 73/SWXX are missing in M6	3-Moderate
964	2/20/2009	OO-WHSL	Data Issues	Closed	DC 06 Invincible Incorrect CLI code in M6 for a DB circuit	3-Moderate
965	2/20/2009	SA	Data Issues	Closed	REACT : SRTA data issue in Invincible and causing react circuit rule to break for 83/HCGS/957063/ NE. Please verify	3-Moderate
1044	2/22/2009	OO-WHSL	DC 12A	Reopen	ASN-EQ task fallout with error OSS-120009E- ADMIN_CONSTRAINTS ARE NOT PRESENT AT THE SWITCH PORT !!!	3-Moderate
1049	2/22/2009	OO-RET	Data Issues	Closed	DC12 ASN-EQ task fallout with error OSS-120024E- NO ADMIN CONSTRAINT FOUND FOR PASM ON SWITCH PORT; AP WONT CONTINUE	3-Moderate
1442	2/25/2009	OO-RET	DC 12	Need Solution	B3 - DC16c - Eulcode not found ge_eulcode_not_found	3-Moderate
1476	2/25/2009	SA	DC 12A	Work in Progress	INC000000022010 - TN 603-394-7030 shows active status but there is no data for circuit 603-394-7030-0	3-Moderate
1537	2/25/2009	CAMP	Data Issues	Closed	Incorrect data type for NQL Reason field in Bulk Loop Qual Report	3-Moderate
1635	2/27/2009	OO-WHSL	DC 08	Closed	DC10 DL Data missing for the tn '6038831333' in M6 though present in NLR	3-Moderate
1650	2/27/2009	CONV	DC 12A	Reopen	DC10 INVINCIBLE Orders getting rejected with error message either " The max number of values have been entered for label =TN/LPCA/PCA"	3-Moderate
1691	2/27/2009	OO-WHSL	DC 12A	Work in Progress	DC10 DID orders along with the Trunk members have not been brought into M6	3-Moderate
1851	3/2/2009	OO-WHSL	DC 05	Work in Progress	DC 10 Invincible ECID: 132.3 Asset numbers are mismatching between M6 and Siebel for LSR, and new disconnect assets are created in Siebel, hence will fail in the upstream systems.	3-Moderate
1948	3/2/2009	CONV	Data Issues	Closed	Missing Virtual Circuit IDs in M6	3-Moderate
2038	3/3/2009	OO-ESG	Data Issues	Closed	DC 05- Siebel doesn't allow the end user to customize converted ISDN PRI products.	3-Moderate
2044	3/3/2009	CONV	Data Issues	Closed	Cable Pair Assignment Missing - On Voice Circuits (WinBack)	3-Moderate
2213	3/5/2009	CONV	Data Issues	Closed	VZ Incident BAAIS NBC FPN.X.F.03 Missing Fast Packet DPVC Circuits	3-Moderate
2419	3/9/2009	OO-RET	DC 10	Closed	HUNTING - Hunting is not properly migrated in Siebel.	3-Moderate
2551	3/10/2009	CONV	DC 05	Closed	DC10 Flexlink converted circuit missing in Siebel and M6	3-Moderate
2855	3/16/2009	OO-ESG	DC 12A	Open	DC_10 OO-ESG Frame circuit not in M6	3-Moderate
3165	3/18/2009	SA	DC 12A	Need Solution	INC000000024713 - Missing Fast Packet Circuit in M6	3-Moderate
3235	3/19/2009	B&C	DC4A - Kenan BP	Approved	LLBean Account has some children with amounts different than VZ	3-Moderate
3303	3/20/2009	OO-ESG	DC 10	Closed	DC10 OO-ESG Siebel BCS Conversion Receiving the error 'ACCESS CUSTOMER TERMINAL LOCATION IS REQUIRED' on Centrex Rejected Orders	3-Moderate
3531	3/24/2009	CONV	DC 12A	Open	TN's are in Deleted and Transition state in M6 but with Siebel Active Assets	3-Moderate
4004	3/23/2009	CONV	Data Issues	Closed	DC06 RIS Delete getting Rejected with TN not in service issue	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
DATA ISSUES

4164	4/3/2009	OO-WHSL	DC 08	Work in Progress	DC 10 Invincible ECID: 132.3 Multiple Assets exists in Siebel with the same Serial Number, hence assets got rejected in Siebel	3-Moderate
4245	4/6/2009	OO-WHSL	DC 05	Need Solution	DC05 DL pre order Inquiry is getting, "Schema Validation Error" in 132.1 for LTN=2072234275	3-Moderate
4308	4/7/2009	CONV	DC 12	Closed	SB pairs count mismatch between GE & Metasolv	3-Moderate
4431	4/8/2009	OO-ESG	DC 12A	Closed	DDSII Circuit is not tied to a customer account	3-Moderate
4523	4/9/2009	OO-ESG	Data Issues	Closed	DC24 Invincible Winback Scenarios for ISDN-PRI	3-Moderate
4798	4/14/2009	CONV	DC 10	Open	DC10 DIA product not showing circuit information in Siebel and is not attached to customer account in M6	3-Moderate
4827	4/15/2009	SS	DC 10	Open	Missing information needed for Workers Compensation claims administration	3-Moderate
4862	4/15/2009	OO-RET	DC 12A	Open	DC06 Order rejected with a "Lines that are part of a hunt group cannot be disconnected" error	3-Moderate
5080	4/20/2009	OO-WHSL	DC 12A	Closed	DC 10 Invincible Wholesale accounts missing for TN's	3-Moderate
5084	4/20/2009	OO-ESG	Data Issues	Closed	ESG Flexlink T1 is not tied to customer account in M6	3-Moderate
5285	4/23/2009	OO-WHSL	DC 16C	Closed	DC10 GESW Data Reason Not Qualified should be available for all EULs that have a loop status of 'B' - 'Not Qualified'	3-Moderate
5409	4/27/2009	OO-RET	DC4C - CBM	Closed	Payment Processing: Payments queued in kenan but TSYS not pulling payments	3-Moderate
5555	4/29/2009	B&C	DC4A - Kenan BP	Closed	Residential and Child accounts appearing w/ "Summary" Bill Format	3-Moderate
5657	5/1/2009	OO-RET	DC4A - Kenan BP	Closed	Non Journable adjustments since 2/16/09 (understated revenue)	3-Moderate
5658	5/1/2009	OO-RET	DC4A - Kenan BP	Closed	Non journalable NRCs since 2/16/09 (overstated revenue)	3-Moderate
5664	5/1/2009	OO-WHSL	DC 06	Closed	DC06 Invincible Need to update the CKT_TYPE column in TOS2USOC for MDs	3-Moderate
5667	5/2/2009	OO-WHSL	DC 12A	New	DC12 ASN-EQ task is errored out for the dummy TN for CB/V with DSL with the error "OSS-120005E-VALUE LABELS MISMATCH : BETWEEN SERVICE ORDER VALUE LABELS AND THE ACTUAL LABELS FOR AUTO-PROVISIONING"	3-Moderate
5668	5/3/2009	OO-WHSL	DC 12A	Closed	DC 10 Circuit not loaded into M6	3-Moderate
5749	5/5/2009	B&C	DC4C - CBM	Closed	Customer's calling in stating recurring payments are being taken from a debit card which is not theirs	3-Moderate
5803	5/6/2009	OO-WHSL	DC 12A	Closed	DC 10 Adress and npa nxx dont match for the migrated TN 2074392036 and hence port out order fails	3-Moderate
5839	5/6/2009	OO-RET	DC 05	Closed	Billing message issues between Siebel & Kenan	3-Moderate
5866	5/6/2009	B&C	DC4A - Kenan BP	Closed	Franchise Code of 2 is assigned to this residential customer. Clean up FC Code of 2 and chg to 1 for all non wholesale accounts.	3-Moderate
5893	5/7/2009	OO-ESG	DC 12A	Closed	DC_10 OO-ESG Missing circuits in Siebel and M6 for various products	3-Moderate
5992	5/11/2009	OO-RET	DC4A - Kenan BP	Closed	BDT Customers did not get taxes billed on their invoices (Underbilling)	3-Moderate
6074	5/13/2009	OO-ESG	DC 05	Closed	DC12A OO-ESG Update order got rejected without any error message in production	3-Moderate
6127	5/13/2009	CAMP	DC 32	Closed	DC32 CAMP Reporting SAS not getting calculated for certain metrics, as there is not enough unique values	3-Moderate
6213	5/15/2009	B&C	DC4C - CBM	Closed	Street address on Payment Account for DPO is unknown	3-Moderate
6217	5/15/2009	OO-ESG	Verizon Extract	Closed	BLG.X.1.09A&B Information missing BARS	3-Moderate
6250	5/17/2009	OO-RET	DC 06	Closed	LIDBCNAM last_chg_dt is not getting updated when a new record is inserted	3-Moderate
6444	5/20/2009	OO-RET	DC 10	Open	zip code is coming over as 01111 causing address to be invalid	3-Moderate
6452	5/20/2009	B&C	DC4A - Kenan BP	Closed	Update Bill Dispatch Method to 5 for these accounts	3-Moderate
6457	5/20/2009	B&C	DC4A - Kenan BP	Closed	USAGE 6 BVS w header on invoice & no line items	3-Moderate
6474	5/20/2009	OO-RET	DC 06	Closed	Suspend Order Rejected due to the following exception: Error: Error: 'This service item has required labels with no values	3-Moderate
6488	5/20/2009	CONV	DC4A - Kenan BP	Closed	Update Bill Dispatch Method to 24 for attached accounts	3-Moderate
6512	5/21/2009	CAMP	DC 32	Work in Progress	DC32 Camp Reporting PAP_PUC ME OR-4-16-1000 -- CLEC individual Total not matching Aggregate	3-Moderate
6618	5/26/2009	SS	DC 03	Closed	Inventory and Resource transactions in error	3-Moderate
6685	5/27/2009	OO-ESG	DC 05	Closed	DC05 Unable to open Siebel Account 8026587000000	3-Moderate
6690	5/27/2009	B&C	DC4C - CBM	Closed	Payment Processing: Bank account number from VZ lacks leading zeros	3-Moderate
6705	5/28/2009	B&C	DC4A - Kenan BP	Closed	Update bill_disp_meth to 24 for 2 accounts	3-Moderate
6713	5/28/2009	B&C	DC4A - Kenan BP	Closed	Child Bill Dispatch Method Updating Solution Needed	3-Moderate
6819	6/2/2009	SS	DC 03	Closed	INC00000038038 - The Inventory Period close process in status processing	3-Moderate

RESPONSE TO ODR 39
SYSTEMS DEFECT LIST
DATA ISSUES

6850	6/3/2009	OO-RET	DC 05	Closed	Non pay suspend order was rejected in OM with exception error on activity type not being supported	3-Moderate
6901	6/4/2009	B&C	DC4A - Kenan BP	Closed	Bill Davis issues	3-Moderate
7061	6/9/2009	OO-RET	DC 12A	Verified	2970494 giving this exception - OSS-120061E-SWITCH PORT NOT AVAILABLE IN ACTIVATION REPORT.	3-Moderate
7063	6/9/2009	OO-RET	DC 05	Closed	When trying to place a non pay suspend we received the following error: For the Service Line Id 1X685673 and Attribute Name Tn, the attribute Value "length is 0. Allowed length is 10.	3-Moderate
7139	6/11/2009	OO-WHSL	DC 06	Deployed	USAGE - OM - TN missing from UNE resale table for Broadview	3-Moderate
7140	6/11/2009	B&C	DC 06	Closed	USAGE OM - Communication Solution Partners - TNs missing from UNE -Resale Table	3-Moderate
7208	6/12/2009	B&C	DC4A - Kenan BP	Closed	State of ME accounts: move the child accounts to paper bills – 1 copy	3-Moderate
7704	6/17/2009	OO-WHSL	DC 06	Closed	DC06 AB-D order creation failed with the error "An Error occurred during the Custom Validation Procedure: -2 Pending order exists against this Circuit or Telephone Number."	3-Moderate
7845	6/20/2009	B&C	DC4A - Kenan BP	Closed	"defect 5969 in the social security number field in kenan	3-Moderate
7902	6/23/2009	OO-RET	DC 12A	Need Solution	SB pairs are failing out in ASN-EQ even if connected at DSLAM	3-Moderate
7994	6/25/2009	B&C	DC4A - Kenan BP	Closed	Update Bill Dispatch Method for State of Maine Accounts	3-Moderate
8394	7/8/2009	B&C	FRP	Closed	State of Maine Accounts - Mailing address updated	3-Moderate
8677	7/16/2009	SS	DC 03	Closed	EAM resource transactions in errors	3-Moderate
8713	7/16/2009	OO-WHSL	DC 06	Deployed	DC06 ASR TOS2USOC Mapping provided for SDUR/04QB9.11/UNIT (null)/LTP DF%	3-Moderate
8716	7/16/2009	OO-WHSL	DC 05	New	DC 05 USOCs not loaded into Siebel	3-Moderate
8728	7/17/2009	B&C	DC 06	Closed	USAGE OM NLR Wholesale TNs not in UNE Resale View	3-Moderate
8734	7/17/2009	OO-WHSL	DC 06	Deployed	DC 06 ASR TOS2USOC SDBB/04QB9	3-Moderate
8749	7/17/2009	OO-WHSL	DC 24	New	DC 24 USOCs need to be added to PWB, and Siebel to be configured	3-Moderate
8798	7/20/2009	OO-WHSL	DC 06	Deployed	DC 06 ASR TOS2USOC SDUR 04DS6 ACTI = A	3-Moderate
8827	7/21/2009	OO-WHSL	DC 06	Deployed	DC 06 ASR TOS2USOC Update SHSA, 04DS4.44	3-Moderate
8882	7/22/2009	OO-RET	DC 05	Closed	DC05 Data fix for Accounts where Assets have been removed from PI	3-Moderate
8886	7/22/2009	OO-WHSL	DC 06	Deployed	DC06 Removing USOC 'H28' from TOS2USOC - Needs to be a manually applied USOC	3-Moderate
8892	7/22/2009	OO-WHSL	DC 06	Deployed	DC 06 ASR TOS2USOC SDUN, 04QB9.11 LTP = MF%	3-Moderate
8904	7/22/2009	CONV	DC 16D	Closed	Missing 46 VENUe Drawing Files from Verizon final extract...	3-Moderate
8932	7/23/2009	OO-WHSL	DC4A - Kenan BP	Closed	Bill dispatch change for Resale accounts	3-Moderate
8970	7/24/2009	OO-RET	DC4A - Kenan BP	Closed	Accounts attached need to be changed in Kenan and Siebel to EDI - per Dave	3-Moderate
9000	7/24/2009	OO-WHSL	DC 06	Deployed	DC 06 ASR TOS2USOC Update USOCs 1A5LX TYFMS TYFMX to add VTA	3-Moderate
9004	7/24/2009	OO-WHSL	DC 10	Open	DC 05 CONV All multipoint circuit legs needs to be brought into Siebel	3-Moderate
9007	7/24/2009	OO-RET	DC 12A	Closed	DC12 Data Issue Missing Inventory and assignment missing on circuit	3-Moderate
9044	7/27/2009	OO-WHSL	DC 06	Reopen	DC 06 ASR TOS2USOC SHSC 04QB6.33 LTP = LA, HCED, UNIT = C, ACTI = A	3-Moderate
9301	8/3/2009	OO-RET	DC 05	Deployed	DC05 data patch required to update format for PN FID under DRS	3-Moderate
9611	8/12/2009	OO-RET	DC 05	New	DC05 DL Data - Invalid ITC Code	3-Moderate

**RESPONSE TO ODR 46
JEOPARDY CODES**

RESPONSE TO ODR 46
JEOPARDY CODES

	JEOPARDY_REASON_CODE	JEOPARDY_REASON_DESCRIPTION	LAST_MODIFIED_USERID	LAST_MODIFIED_DATE	TRANSACTION_ORIGIN	JEOPARDY_TYPE_CD	ACTIVE_IND
FRP	G10	Loop - Facilities unavailable	CHBUCK	29-Oct-2008 09:12:17 PM	J		Y
FRP	G23	Loop - other	CHBUCK	29-Oct-2008 09:13:10 PM	J		Y
FRP	G26	Loop - Provisioning systems\ Fallout	CHBUCK	29-Oct-2008 09:13:32 PM	J		Y
FRP	H09	IOF - Incorrect Facility assignment	CHBUCK	29-Oct-2008 09:14:58 PM	J		Y
FRP	H10	IOF - Facilities unavailable	CHBUCK	29-Oct-2008 09:15:10 PM	J		Y
FRP	H23	IOF - other	CHBUCK	29-Oct-2008 09:15:30 PM	J		Y
FRP	I05	CPC - late CLR/DLR	CHBUCK	29-Oct-2008 09:16:02 PM	J		Y
FRP	I06	CPC - Incorrect CLR/CLR	CHBUCK	29-Oct-2008 09:16:29 PM	J		Y
FRP	I23	CPC - other	CHBUCK	29-Oct-2008 09:17:01 PM	J		Y
FRP	I25	CPC - PICS not Ordered	CHBUCK	29-Oct-2008 09:17:21 PM	J		Y
FRP	J11	PICS - PICS missing/incorrect/defective	CHBUCK	29-Oct-2008 09:17:35 PM	J		Y
FRP	J23	PICS - other	CHBUCK	29-Oct-2008 09:17:47 PM	J		Y
FRP	N23	Transport/Act (NOC) - other	CHBUCK	29-Oct-2008 09:20:10 PM	J		Y
FRP	N26	Transport/Act (NOC) - Provisioning systems\ Fallout	CHBUCK	29-Oct-2008 09:20:31 PM	J		Y
FRP	A02	SO Issue Group - Service Order late	CHBUCK	29-Oct-2008 11:11:39 AM	J		Y
FRP	A03	SO Issue Group - Service order incorrect	CHBUCK	29-Oct-2008 11:11:50 AM	J		Y
FRP	A23	SO Issue Group - other	CHBUCK	29-Oct-2008 09:06:50 PM	J		Y
FRP	B23	Field Ops - other	CHBUCK	29-Oct-2008 09:07:07 PM	J		Y
FRP	00	To be deleted	ASAP	23-Jun-1998 12:00:00 AM	J		Y
FRP	1A	Interoffice Shortage Facilities	HMACHHAR	22-Apr-2009 03:02:36 PM	J		Y
FRP	1B	Scheduling/Work Load	MGOYONAG	04-Jun-2009 03:44:39 PM	J		Y
FRP	B04	Field Ops - Related order problem	CHBUCK	29-Oct-2008 11:12:00 AM	J		Y
FRP	B08	Field Ops - Facilities Defective	CHBUCK	29-Oct-2008 11:12:10 AM	J		Y
FRP	B24	Field Ops - equipment/supplies	CHBUCK	29-Oct-2008 11:12:19 AM	J		Y
FRP	A04	SO Issue Group - Related order problem	CHBUCK	29-Oct-2008 09:06:37 PM	J		Y
Customer	C01	Customer - Customer not ready	CHBUCK	29-Oct-2008 09:07:27 PM	J		Y
Customer	C19	Customer - Access Customer not ready	CHBUCK	29-Oct-2008 09:07:41 PM	J		Y
Customer	C20	Customer - No access	CHBUCK	29-Oct-2008 09:08:16 PM	J		Y
Customer	C21	Customer - No adult Present	CHBUCK	29-Oct-2008 09:08:34 PM	J		Y
Customer	C22	Customer - Customer Cancelled order	CHBUCK	29-Oct-2008 09:08:48 PM	J		Y
Customer	C23	Customer - other	CHBUCK	29-Oct-2008 09:09:06 PM	J		Y
FRP	D23	Independent Company - other	CHBUCK	29-Oct-2008 09:09:26 PM	J		Y
FRP	E23	NCC - other	CHBUCK	29-Oct-2008 09:09:43 PM	J		Y
FRP	F23	CO/RCMAC - other	CHBUCK	29-Oct-2008 09:09:56 PM	J		Y
FRP	F24	CO/RCMAC - equipment/supplies	CHBUCK	29-Oct-2008 09:10:21 PM	J		Y
FRP	F26	CO/RCMAC - Provisioning systems\ Fallout	CHBUCK	29-Oct-2008 09:10:46 PM	J		Y
FRP	G07	Loop - Incomplete/missing Loop makeup	CHBUCK	29-Oct-2008 09:11:41 PM	J		Y
FRP	G09	Loop - Incorrect Facility assignment	CHBUCK	29-Oct-2008 09:11:59 PM	J		Y
FRP	K04	OCO - Related order problem	CHBUCK	29-Oct-2008 09:18:11 PM	J		Y
FRP	K23	OCO - other	CHBUCK	29-Oct-2008 09:18:31 PM	J		Y
FRP	L23	Operating Systems - other	CHBUCK	29-Oct-2008 09:19:00 PM	J		Y
FRP	L26	Operating Systems - Provisioning systems\ Fallout	CHBUCK	29-Oct-2008 09:19:19 PM	J		Y
FRP	P23	Translation/Act (BSSG) - other	CHBUCK	29-Oct-2008 09:20:46 PM	J		Y
FRP	P26	Translation/Act (BSSG) - Provisioning systems\ Fallout	CHBUCK	29-Oct-2008 09:21:05 PM	J		Y
FRP	999	IT Fix required	GLAMARRE	24-Feb-2009 12:28:58 PM	J		Y
Either	F55	Related order not ready	GLAMARRE	03-Apr-2009 12:37:29 PM	J		Y
Customer	1G	No Access to end user premises	HMACHHAR	08-Apr-2009 05:18:45 PM	J		Y
God	1K	Natural Disaster	HMACHHAR	08-Apr-2009 05:18:55 PM	J		Y
Either	1P	Other	HMACHHAR	08-Apr-2009 05:19:20 PM	J		Y
FRP	1J	Special Construction	MGOYONAG	23-Jun-2009 08:45:06 AM	J		Y
FRP	1M	Due Date Cannot Be Met	MGOYONAG	23-Jun-2009 08:45:18 AM	J		Y
FRP	1N	Due Date and Frame Due Time Cannot Be Met	MGOYONAG	23-Jun-2009 08:45:31 AM	J		Y
Customer	1S	Building Not Ready, Customer Will Advise	MGOYONAG	23-Jun-2009 08:46:13 AM	J		Y
FRP	1T	Pole At Site Not Set	MGOYONAG	23-Jun-2009 08:46:42 AM	J		Y
FRP	1Z	Other Exchange Company Not Ready	MGOYONAG	23-Jun-2009 08:47:42 AM	J		Y
Customer	C09	Customer CFA incorrect	CBUCK	07-Mar-2009 09:18:00 PM	J		Y
FRP	B15	Field Ops - Work load	CBUCK	07-Mar-2009 09:18:42 PM	J		Y

RESPONSE TO ODR 46
JEOPARDY CODES

	JEOPARDY_REASON_CODE	JEOPARDY_REASON_DESCRIPTION	LAST_MODIFIED_USERID	LAST_MODIFIED_DATE	TRANSACTION_ORIGIN	JEOPARDY_TYPE_CD	ACTIVE_IND
FRP	K15	OCO work load	CBUCK	07-Mar-2009 09:21:27 PM	J		Y
God	M90	exception code weather, disaster, etc requires VP approval	CBUCK	07-Mar-2009 09:21:42 PM	J		Y
FRP	N13	Transport Element Activation	CBUCK	07-Mar-2009 09:22:02 PM	J		Y
FRP	P13	Translation engineering BSSG	CBUCK	07-Mar-2009 09:22:15 PM	J		Y
Customer	1C	Customer Not Ready	HMACHHAR	08-Apr-2009 05:15:19 PM	J		Y
FRP	2B	Pending Facilities	HMACHHAR	08-Apr-2009 05:19:33 PM	J		Y
FRP	3G	No dial Tone	HMACHHAR	08-Apr-2009 05:19:40 PM	J		Y
FRP	CB	NMC Follow up	HMACHHAR	08-Apr-2009 05:19:47 PM	J		Y
FRP	CO	Installation Other	HMACHHAR	08-Apr-2009 05:19:54 PM	J		Y
Either (Vanity)	F35	TN already in use for another customer	GLAMARRE	13-May-2009 04:09:39 PM	J		Y
Customer	1E	End User Not Ready	MGOYONAG	23-Jun-2009 08:44:19 AM	J		Y
FRP	1F	Provider Missed Appointment	MGOYONAG	23-Jun-2009 08:44:42 AM	J		Y
Customer	DD	Improper Due Date Negotiation	GLAMARRE	25-Feb-2009 12:34:40 PM	J		Y
FRP	A27	SO Issue Group - Invalid DSL Length	GLAMARRE	26-Feb-2009 09:21:11 AM	J		Y
FRP	D01	Independent Company Not ready	CBUCK	07-Mar-2009 09:18:59 PM	J		Y
FRP	F08	RCMAC/CO facilities defective	CBUCK	07-Mar-2009 09:19:28 PM	J		Y
FRP	F10	RCMAC/CO facilities missing/unavailable	CBUCK	07-Mar-2009 09:19:44 PM	J		Y
FRP	F12	RCMAC/CO provisioning process breakdown	CBUCK	07-Mar-2009 09:20:06 PM	J		Y
FRP	F15	RCMAC/CO work load	CBUCK	07-Mar-2009 09:20:25 PM	J		Y
FRP	G08	facilities loop defective	CBUCK	07-Mar-2009 09:20:41 PM	J		Y
FRP	H08	Inter-office facilities defective	CBUCK	07-Mar-2009 09:20:59 PM	J		Y
FRP	1L	Frame Due Time Cannot Be Met	HMACHHAR	08-Apr-2009 05:19:09 PM	J		Y
Customer	G33	Cell site walk required	GLAMARRE	11-May-2009 05:08:43 PM	J		Y
FRP	1D	No Loop Available	MGOYONAG	23-Jun-2009 08:44:02 AM	J		Y
FRP	1Q	Assignment Problem	MGOYONAG	23-Jun-2009 08:45:46 AM	J		Y
Customer	1W	Entrance Facilities Required	MGOYONAG	23-Jun-2009 08:46:58 AM	J		Y
FRP	1Y	No Central Office Equipment Available	MGOYONAG	23-Jun-2009 08:47:24 AM	J		Y
FRP	1H	Central Office Freeze	MGOYONAG	23-Jun-2009 08:44:54 AM	J		Y
FRP	G28	Loop - DSL Loop Legth Too Long Does Not Qualify	GLAMARRE	26-Feb-2009 09:21:52 AM	J		Y
FRP	DP	Pending Disconnect	HMACHHAR	08-Apr-2009 05:20:05 PM	J		Y
Customer	1R	Customer Could Not Be Reached	MGOYONAG	23-Jun-2009 08:46:00 AM	J		Y
FRP	1X	Not Technically Feasible	MGOYONAG	23-Jun-2009 08:47:10 AM	J		Y

**RESPONSE TO ODR 47
JOB DESCRIPTION**

RESPONSE TO ODR # 47
JOB DESCRIPTION



FairPoint Communications
Job Description

Job Code: 10674
Job Title: Vice President and General Auditor
Career Band: EXL
Department: Internal Audit
Reports to: EVP and General Counsel
FLSA Status: EX
EEO Classification: 14
Travel %: 40%
Prepared By & Date: L. Engel 06/2005. B. Shimberg 12/2008

Job Summary:

The Vice President and General Auditor (VPGA) supports the Board of Directors, the Audit Committee and Senior Management in maximizing shareholder value, achieving our strategic objectives, ensuring financial reporting integrity and complying with laws and regulation. The scope of the VPGA includes any activity relating to the assessment of risk, control processes and execution of those processes, including our commitment to compliance with the Sarbanes-Oxley Act of 2002.

The VPGA reports to the Audit Committee on policy and the General Counsel for administrative purposes. The VPGA will have unfettered access to the Audit Committee as well as all necessary records, assets and personnel of the company. Results are reported to management who are responsible for remediation of any deficiencies. Significant findings and management's responses are reported to the Audit Committee. While the independence of the VPGA is primary, it is expected that a consultative relationship with management will exist on a day to day basis.

Performs job duties consistent within safety, legal and regulatory requirements; company standards, culture and business practices.

Essential Duties and Responsibilities:

- Establish an initial risk assessment, assess and prioritize the risks to our strategic and operating objectives; develop a plan of action and provide regular updates.
- Review the reliability and integrity of financial, operating and management information and evaluate the effectiveness of financial and operating controls. Develop and execute an annual

- audit plan (including budget) and provide measurement metrics for each individual component of the audit plan.
- Assist in structuring new initiatives to incorporate adequate control throughout the process
 - Evaluate governance both for control and integration of business objectives across the company
 - Test for the best use of resources
 - Assist in due diligence in new initiatives, including acquisitions and partnerships

Additional Duties:

Contributes to departmental activities and programs by accomplishing related tasks as needed.

Knowledge, Skills and Abilities:

- Must have an in-depth knowledge of all aspects of Sarbanes -Oxley and in auditing measures and controls.
- Must have an in-depth knowledge of all areas of accounting and finance and be CPA certified.
- Ability to drill down into processes to determine root causes, and ability to take those causes and develop and execute and action plan.
- Ability to be able to communicate at all levels throughout the organization and with the public.

Education/Experience

In order to accomplish the essential duties of this position, the incumbent must have a 4 year degree in Accounting, Finance, Internal Auditing or related field. CPA certified and 7-10 years experience in increasingly progressive position, with at least 5 years in management roles and 2 in a role requiring application of Sarbanes-Oxley Law of 2002.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal office environment with approximately 40% travel

FairPoint Communications reserves the right to change or revise duties and responsibilities as the need arises. This document is not a written or implied contract of employment.