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November 15, 2001

VIA HAND DELIVERY

Blanca S. Bayo, Director
Division of Records and Reporting
Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida 32399-0870

RECEIVED FPSC
01 NOV 15 PM 4: 54
COMMISSION
CLERK

Re: Docket No.: 960786-B-TL

Dear Ms. Bayo:

On behalf of DIECA Communications, Inc. d/b/a Covad Communications, Inc. (Covad), enclosed for filing and distribution are the original and 15 copies of the following:

- ▶ Comments of Covad Communications Company Regarding Problems with BellSouth's Lens GUI.

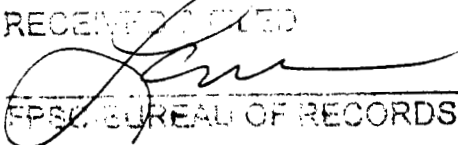
Please acknowledge receipt of the above on the extra copy of each and return the stamped copies to me. Thank you for your assistance.

Sincerely,

Vicki Gordon Kaufman

Vicki Gordon Kaufman

APP _____
 CAF _____
 CWP _____
 CDM 5 VGK/bae
 CTR _____
 EOR _____ Enclosure
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 FPSC BUREAU OF RECORDS

DOCUMENT NUMBER - DATE
 14541 NOV 15 01
 FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth)
Telecommunications, Inc.'s Entry into)
InterLATA Services Pursuant to Section)
271 of the Federal Telecommunications)
Act of 1996)

Docket No. 960786-B-TL
Filed: November 15, 2001

COMMENTS OF COVAD COMMUNICATIONS COMPANY
REGARDING PROBLEMS WITH BELLSOUTH'S LENS GUI

DOCUMENT NUMBER-DATE

14541 NOV 15 01

FPSC-COMMISSION CLERK

COMES NOW, DIECA Communications, Inc. d/b/a Covad Communications Company (“Covad”) and files these comments and supporting documentation to emphasize the continuing problems that Covad encounters in placing orders for xDSL and Line Shared loops through BellSouth Telecommunications, Inc.’s (“BellSouth’s”) LENS GUI system. Covad has repeatedly escalated key operational issues regarding the functionality of LENS to BellSouth through correspondence and weekly conference calls but has been unable to obtain consistent, satisfactory results. Although BellSouth has stated on numerous occasions that they rigorously and extensively tested the LENS GUI to ensure that electronic orders flow seamlessly through the system, Covad’s experience proves otherwise. Even when BellSouth does recognize that a problem exists, BellSouth only implements system patches that unfortunately do not address the problem as a whole. Until BellSouth is forced to acknowledge and repair these system flaws, the LENS GUI remains an ineffective means of transmitting orders electronically to BellSouth.

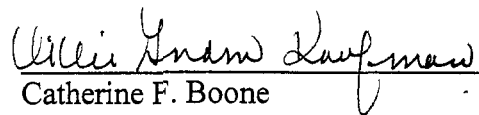
The purpose of these comments is twofold. First, the Commission has indicated that all operational problems experienced by ALECs in Florida should be raised in the Third Party Test track of this docket. In fact, Covad raised the issues about functionality of LENS in its checklist compliance testimony filed in the hearing track of this docket, but the testimony was stricken and referred to this track of the docket. Second, KPMG needs to be aware of the significant and ongoing problems Covad has experienced with LENS for xDSL and Line Sharing orders. It is important that KPMG evaluate whether it also experienced the types of problems that Covad experienced. If it did, those issues should be raised as Exceptions and BellSouth should be obligated to resolve the issues before the conclusion of the test. If KPMG did not encounter similar problems while submitting xDSL loop orders and Line Sharing through LENS, then

KPMG should evaluate why it received treatment different from what the real life experience of ALECs is. According to status reports issued by KPMG, Covad believes that KPMG was in the process of submitting xDSL and Line Sharing loops through LENS during the time that Covad experienced these issues. Thus, KPMG should also have encountered similar problems.

These issues range from syntax issues about how to fill in a field on an order to critical issues like Covad's inability to obtain the status of orders via LENS. Additionally, we found the following: (a) the inability to supplement, change, cancel or disconnect xDSL and line shared orders; (b) the inability to find the status of orders on the PON status report; (c) LENS' rejection of orders due to invalid BellSouth Account Numbers ("BANs"); and (d) LENS formatting flaws, including inaccuracy of the BellSouth documentation regarding how to submit an order for Line Sharing and xDSL. Some of these issues linger. Others have been addressed with system patches or other manual work-arounds that BellSouth claims fixes the problem. Obviously, none of these system patches or permanent software solutions have been tested. Moreover, Covad has no reason to believe that these issues have been satisfactorily and permanently resolved. For these reasons, KPMG needs to evaluate whether it experienced similar problems and the validity of BellSouth "quick fixes." These issues all detrimentally effect Covad's ability to compete successfully in the DSL arena.

These comments are intended both to provide information about the problems that KPMG should investigate as well as to encourage KPMG to evaluate whether it received preferential treatment because KPMG did not experience similar problems. While some of these issues may seem minor, if ignored, they will have a significant impact on Covad's ability to function efficiently and to provide high quality service to its customers.

Thank you for your consideration of these important issues.



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Attorneys for Covad Communications
Company

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing the Comments of Covad Communication Company Regarding Problems with BellSouth's Lens GUI has been furnished by (*) hand delivery or by U. S. Mail on this 15th day of November, 2001, to the following:

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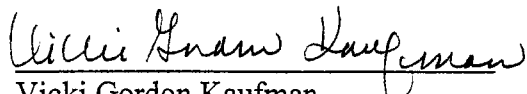
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Vicki Gordon Kaufman

CHRONOLOGY OF PROBLEMS EXPERIENCED BY COVAD
USING BELL SOUTH'S LENS GUI FOR ORDERING
xDSL LOOPS AND LINE SHARING

xDSL Loop Ordering: LENS

Date	Problem	Description	Resolution	Business Impact
<p>06/04/01</p> <p>Covad Implementation of xDSL ordering</p>	<p>Covad cannot supplement, change, cancel or disconnect an xDSL order originally submitted via LENS.</p>	<p>BellSouth's LENS system will not accept or process orders to supplement, change, cancel or disconnect an xDSL order that is placed via LENS.</p> <p>Covad opened a trouble ticket on this issue: EC Support Trouble Ticket 57595.</p> <p>06/4-07/17/01. So that Covad could continue to place and update orders, Covad attempted to manually submit supplemental orders to modify orders originally placed through LENS. LCSC rejected Covad's subsequent manual orders to supplement the original LSR placed via LENS because LCSC could not find the LENS order that was submitted. This continued for 6 weeks without a BellSouth LENS subject matter expert to assist both BellSouth and Covad with the post implementation problems. (Exhibit 1)</p>	<p>7/17/01 BellSouth Customer Service Manager agreed to take Covad list of PONs and interface with the LCSC to "figure out how to process orders manually" so that our customers could get service.</p> <p>7/30/01 BellSouth provided Work Around, which required extensive manual intervention by LCSC personnel. BellSouth advised Covad that fix would be implemented on 8/10/01. (Exhibit 2)</p> <p>08/18/01 Telcordia software patch installed successfully. (Exhibit 3)</p>	<p>Covad expended numerous resources forcing BellSouth to recognize and address the problem. BellSouth's initial response was that Covad was in error. It took BellSouth six weeks to admit there was a problem and another four weeks to fix the problem.</p> <p>Potential billing problems result from late cancellations and disconnects.</p>
<p>06/04/01</p> <p>Covad Implementation of xDSL ordering</p>	<p>Status could not be found on orders placed through LENS.</p>	<p>06/04/01 - 7/16/01. BellSouth reports that LENS offers CLECs the ability to place orders and to track the status of those orders. Nonetheless, Covad found that it was unable to retrieve the status of xDSL orders from LENS. No status information appeared on any Covad orders submitted through LENS.</p> <p>Likewise, the daily PON status report did not contain any status information on orders Covad placed through LENS.</p> <p>As a result, the daily status of these orders could only be obtained by calling the LCSC.</p> <p>After six weeks of seeking assistance from BellSouth about</p>	<p>7/20/01 EC Support advised Covad that manual intervention could be implemented to push the backlogged status notifications into LENS and into the database that populates the PON status report.</p> <p>All backlogged status notifications were received by LENS at approximately 10:00 AM CDT on 7/20/01.</p> <p>BellSouth advised Covad that a patch to fix the problem would be implemented in the 7/28/01 Release. (Exhibit3)</p>	<p>For over two months, Covad placed orders via LENS but had to resort to the manual process of calling the LCSC for daily status of all orders. This slowed Covad's ordering process, delayed installation of loop orders, and wasted Covad resources.</p>

Date	Problem	Description	Resolution	Business Impact
		<p>why these orders were not appearing on the PON Status report or in LENS, Covad opened a trouble ticket with End-user Computing Group (EC). This trouble ticket was accidentally closed by BellSouth and the new trouble ticket number is 57598. (Exhibit 2)</p> <p>After investigation, BellSouth advised that this problem was a known defect with downstream BellSouth systems.</p> <p>BellSouth explained the downstream system defect as the following. The ordering information gathered in the BellSouth downstream systems that support LENS did not transfer the data to the database that produced the PON status report and populated other databases. This is a BellSouth coding problem between multiple systems, not a Covad issue.</p>	<p>08/09/01 On weekly operations call, BellSouth confirmed that the patch had been implemented. (Exhibit 4)</p> <p>Some supplemental orders continue to fall out for manual handling by design. (Exhibit 5)</p>	
<p>06/04/01</p> <p>Covad Implementation of xDSL ordering</p>	<p>Once BellSouth places a Covad order in the Missed Appointment category, Covad cannot supplement the order.</p>	<p>When a Covad order has been placed in the Missed Appointment (MA) category, LENS rejects attempts to place a supplemental order to change customer due date.</p> <p>Covad has a limited amount of time in which to submit a supplemental order changing the due date on these orders. If Covad does not supplement the order in a timely fashion, BellSouth cancels the order.</p> <p>Note: This interval for supplementing an order was originally a 10 days but BellSouth unilaterally changed it to 5 days in May.</p>	<p>07/17/01 BellSouth admitted the problem existed and created a manual work around. Covad is now required to send supplemental orders in manually with the defect number indicated on the order, so Covad will be billed mechanized fee rather than manual ordering fee. No date provided for resolution.</p> <p>BellSouth Defect Number 15076.</p> <p>10/04/01 BellSouth advised that the fix will be implemented on 11/03/01.</p>	<p>Defect persists.</p>

Line Sharing Ordering: LENS

Date	Problem	Description	Resolution	Business Impact
06/11/01	LENS rejected line sharing orders because of invalid Billing Account Number ("BAN").	<p>LENS rejected Covad line sharing orders because of invalid BANs. BellSouth provided these BANs for line sharing to Covad.</p> <p>BellSouth systems apparently did not recognize the line sharing BANs issued to Covad.</p>	<p>Covad escalated this problem repeatedly on weekly operations calls, but BellSouth was unable/unwilling to resolve it.</p> <p>Unclear how problem was resolved. Most likely, BellSouth had failed to load billing tapes for those line sharing BANs or a similar BellSouth problem.</p>	Delay in submitting orders.
6/04/01 - 7/17/01		<p>Covad planned to implement line sharing through LENS on 6/04/01. Initial orders generated rejects. At the same time, Covad discovered the BellSouth system defect preventing subsequent order activity on xDSL loops. As a result, Covad halted full scale implementation of line sharing through LENS but continued to place test orders intermittently to work on field formatting issues.</p> <p>The following are three order formatting problems Covad experienced.</p>		<p>Each line sharing order has drained valuable resources from Covad efforts at automation. Each order requires significant manual handling, escalation and attention.</p> <p>Covad's experience with LENS failures causes concern that EDI roll-out will be similarly problematic.</p>
8/9/01	Covad order rejected because of format of BAN field on LSR.	<p>Covad submitted an order for line sharing by populating the BAN1 field as set forth in BellSouth ordering guides. Covad received an input error notice. Covad escalated this to BellSouth.</p> <p>On 9/12/01, BellSouth suggested that Covad populate the BAN1 field with the BAN, rather than with "E" for existing as required by BellSouth ordering guides. (Exhibit 6)</p> <p>Covad received another input error and again sought clarification from BellSouth.</p> <p>On 9/13/01, BellSouth suggested</p>	<p>Problem Not Resolved.</p> <p>Orders appear to have been pushed through manually by BellSouth.</p>	

Date	Problem	Description	Resolution	Business Impact
		<p>that Covad populate the AN field with Ban Number "less the last three digits" and "repopulate the BAN1 field with the letter "E"." (Exhibit 7) Covad did as instructed.</p> <p>Covad received a input error on the LEATN field. (Exhibit 6)</p>		
8/17/01	<p>Line Sharing Orders rejected because of ACT and LNA fields.</p>	<p>LNA is the field for Line Level Activities. According to BellSouth, the character placed in this field should be N for New Installation, C for Change or Modification of an existing line.</p> <p>ACT is Account Level Activities. For electronic order the ACT should be C = new installation and/or account electronic.</p> <p>Covad followed LENS ordering instructions and populated these fields with ACT=C and LNA=N. Covad orders received clarifications. Covad sought explanation from BellSouth.</p> <p>08/10/01 BellSouth responded that the information was clearly set forth in the LENS ordering guide. BellSouth advised Covad to populate the fields as follows ACT=N and LNA=N. (Exhibits 8, 9)</p> <p>Covad populated fields as instructed by BellSouth, but orders continued to be clarified. (Exhibit 10)</p> <p>BellSouth then advised that Covad should populate the fields with ACT=C and LNA=N, which was how Covad had originally populated the fields. Orders seems to pass through, but that may have been a result of manual intervention on the BellSouth side of which Covad is unaware. (Exhibit 11)</p>	<p>Covad has never been advised about what steps were taken to remedy this situation.</p> <p>BellSouth may have made system change or may have pushed orders through manually.</p>	<p>Covad forced to engage in trial and error on a system BellSouth claims has been end-to-end tested.</p> <p>Covad essentially forced to act as Beta tester of BellSouth systems. This experience destroyed Covad's ability to move efficiently to electronic ordering.</p>

Date	Problem	Description	Resolution	Business Impact
8/30/01	Covad order rejected because of SLOT filed formatting.	<p>Covad used LENS ordering documentation that clearly indicates that the SLOT field should be populated with three numeric characters. Covad order was clarified on 8/30 because of improper formatting of SLOT.</p> <p>Covad sought information from BellSouth. BellSouth advised that Covad should populate the field with two numeric characters. (Exhibit 12)</p> <p>BellSouth subsequently corrected that instruction, advising Covad that the field should be populated with two numeric characters, a dash and then the final numeric character.</p> <p>LENS continued to send an automatic clarification on this field. (Exhibit 13)</p> <p>Covad continued to escalate the problem.</p>	<p>8/31/01 BellSouth reported that it could not resolve how to properly populate this field. This issue is being escalated by BellSouth.</p> <p>Covad continues to have problems submitting orders via LENS and getting those orders to flow through the BellSouth systems to provisioning. (Exhibit 14)</p>	Problem has not been resolved.

EXHIBIT 1

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Date: 06/14/01

In Attendance: See Participants List:

- Decisions:** The following items were addressed this week among the team:
1. Colette asked if Karin will monitor the LENS orders that fallout for handling so that we can assess if there are areas that we need to improve in submitting orders via LENS. Karin agreed to monitor for trends.
 2. Tim Miller and Eddie will work off-line to gather the process for construction charges. Covad received a new form. Tim will most likely be able to provide feedback on Friday 6/15.
 3. As of Monday, June 11, BellSouth will process Covad disconnect orders on the FOC date rather than FOC + 1.
 4. Sandra Howard will provide Eddie Echols the information on the customer escalation where we need to pull up the installation date provided by BellSouth.
 5. Covad will continue to use the escalation process on orders in testing and acceptance. Trent will provide Tim feedback on orders that BellSouth does not want to test further with Covad.
 6. Colette will contact Jason Rudick's group to inform of the problems with LENS performance. Today it is operating but has an extremely high response time per Mike Savin in the Manassas Office.

	Participants in Attendance
Name	Organization
1. Tom Allen	Covad VP ILEC Relations, Regulatory

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

		Participants in Attendance	
	Name		Organization
2.	Steve Brown		Covad, ILEC Relations
3.	Lans Chase		Covad, ILEC Relations
4.	Cathy Compton		BellSouth CRSG
5.	Mindy Cutcher	X	Covad VP ILEC Relations, Operations
6.	Angela Dawson		Covad Training Manager, Service Delivery
7.	Daryl Ducote		BellSouth Account Team
8.	Colette Davis	X	Covad, ILEC Relations
9.	Eddie Echols	X	BellSouth, LCSC Manager
10.	Libba Finnel-Johnson		Covad Process Manager
11.	Charles Holt	X	Covad Business Solutions Provisioning Lead
12.	Allen Hankins		BellSouth CWINS Representative
13.	Sandra Howard		BellSouth, LCSC CSM
14.	John Lafantasia	X	Covad Order Administration
15.	Kirk Larson		Covad Manager ILEC Repair TAC
16.	Darcy Leaverton		Covad Training Manager
17.	Robert Medley		Covad Field Ops
18.	Tim Miller	X	BellSouth Manager, CWINS
19.	Karen Olvey	X	BellSouth LCSC Lead
20.	Carol Rubin		Covad Business Solutions, Escalations
21.	Mike Stafford		Covad Service Delivery Resolution Manager
22.	Mike Savin		Covad Team Lead ILEC Repair TAC
23.	Trent Sears	X	Covad Service Delivery/trouble shooting
24.	Bob Taylor		Covad Field Ops
25.	Casey Turner		Covad Service Delivery Resolution Group
26.	Darryl Washington		BellSouth Account Team

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

EXHIBIT 2

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Date: 07/31/01

In Attendance: See Participants List:

- Decisions:**
1. Nancy Camarota, Director Covad Service Delivery, Karin Dachowski, Manager Covad Service Delivery, and Beth Lackey, VP Covad Operations will be joining our calls on a weekly basis. We welcome their participation.
 2. The team discussed the LENS issues. **Action Item:** Sandra Howard and Eddie Echols will contact Covad by end of day to discuss work arounds for the problems. Line Share orders can not be placed via LEN and trouble with testing Line Share orders via EDI also exist. Post Meeting. The work-around for xDSL ordering has been provided and under assessment for implementation by Covad as of 7/30/01. Sandra Howard indicated that a fix for the PON status report problem and xDSL sup ordering should be complete in 2 weeks, which is about 8/10/01.
 3. **Action Item:** Darryl Washington was asked to look into the issue of BellSouth extending loop length on customer line from 14k to 20k. Darryl will check with Tim Miller.
 4. Sandra Howard announced that the PON status report with the exception of xDSL orders will be updated three (3) times a day. No reason was provided why the xDSL orders would only be updated once (1) a day.
 5. The reservation process in LENS is not providing accurate data and thereby causing problems in loop ordering. **Action Item:** Colette will send list to BellSouth.
 6. It was clarified that the LCSC is responsible for adding any new address data to RSAG prior to Covad sending the order. We will contact the LCSC with this information. There was must discussion on this issue without satisfactory resolution, however, Covad will continue to call the LCSC with address problems.
 7. Cathy Compton provided the CRSG as an option is we can not get orders updated due to LCSC difficulties.

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Participants In Attendance		
Name		Organization
1. Tom Allen		Covad VP ILEC Relations, Regulatory
2. Steve Brown	X	Covad, ILEC Relations
3. Lans Chase		Covad, ILEC Relations
4. Nancy Camarota	X	Covad Director, Service Delivery
5. Cathy Compton	X	BellSouth CRSG
6. Mindy Cutcher		Covad VP ILEC Relations, Operations
7. Angela Dawson	X	Covad Training Manager, Service Delivery
8. Karin Dachowski	X	Covad Service Delivery Manager
9. Colette Davis	X	Covad, ILEC Relations
10. Eddie Echols	X	BellSouth, LCSC Manager
11. Libba Finnel-Johnson		Covad Process Manager
12. Allen Hankins		BellSouth CWINS Representative
13. Sandra Howard	X	BellSouth, LCSC CSM
14. Beth Lackey		Covad V P Operations
15. John Lafantasie	X	Covad Order Administration
16. Kirk Larson		Covad Manager ILEC Repair TAC
17. Darcy Leaverton		Covad Training Manager
18. Robert Medley		Covad Field Ops
19. Tim Miller		BellSouth Manager, CWINS
20. Karen Olvey	X	BellSouth LCSC Lead
21. Mike Stafford	X	Covad Service Delivery Resolution Manager
22. Mike Savin	X	Covad Team Lead ILEC Repair TAC
23. Trent Sears	X	Covad Service Delivery/trouble shooting
24. Casey Turner		Covad Service Delivery Resolution Group
25. Darryl Washington	X	BellSouth Account Team
26. Francis Johnson	X	Covad Service Delivery
27. Michael Holt		Manager, Covad Communications

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Participants In Attendance		
Name		Organization
28. Drexel Nimmons		Field Operations Manager, Covad Comm.

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Item Number	LENS Problem Description	Date Problem Found	Referred to	Disposition	Escalated
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LENS Open Issues

Lens-3	LENS System Performance	January with implementation of LMU	<u>Sandra Howard</u>	7/12 Outages continue daily	7/24 Sandra Rae
Lens-7	LENS IDSL	Not able to place IDSL order		Change Request submitted	

LENS Closed Issues

Lens-1	Can not access LENS orders via PON status report Unable to process Lineshare orders. BellSouth documentation indicated to use one NC/NCI code but the system will not process	6/4/01	<u>Sandra Howard</u>	0/018/9/01 PON Report corrected.	7/24 Sandra Rae
Lens-2		Upon original testing May not able to issue change or cancel order/effects our ability to supp on MAs. Therefore, the current BellSouth position is to cancel our order in 5 days.	<u>Sandra Howard</u>	Covad to retest LS order processing	7/24 Sandra Rae
Lens-4	LENS post order activity	Covad can not continue with		7/12 none 7/30 Work around provided, fix 8/18	7/24 Sandra Rae
Lens-5	LENS Disconnect	Not able to place disconnect order		7/12 none 7/30 Work around provided. fix 8/18	7/24 Sandra Rae
Lens-8	LENS Change on Completed order	Not able to place a change order		7/12 none 7/30 Work around provided. fix 8/18	7/24 Sandra Rae

EXHIBIT 3

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Date: 8/16/01

In Attendance: See Participants List:

- Decisions:**
1. Farris Huff will be taking Tim Miller's position. Her email is farris.huff1@bridge.bellsouth.com. She will assume Tim's office telephone number of 404.541.4055.
 2. The highest priority of the meeting was to status if the correction of the defeat in LENS was on schedule. Sandra Howard reported that the xDSL patch was received by BellSouth from Telcordia and, if testing goes well, the software install will be this Saturday, 8/18/01. On Monday, 8/20/01, Colette requested to be informed of the successful install so Covad can begin ordering via LENS and testing the supplemental order process.
 3. The testing of Lineshare orders by Covad will be done as soon as orders are available.
 4. The CO ATLNGAPP was dropped off the COSMOS/SWITCH report.
 5. Allen Hankins reported that he will be meeting with Farris tomorrow, 8/17/01, and will discuss the issue on lack of information on Construction notifications to Covad. Improving the information may take more coordination since information is provided by the SAC, then sent to the LCSC to communicate back to Covad.

Submitted by
Colette Davis
8/17/01

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

		Participants In Attendance	
	Name		Organization
1.	Tom Allen		Covad VP ILEC Relations, Regulatory
2.	Nancy Camarota	X	Covad Director, Service Delivery
3.	Cathy Compton		BellSouth CRSG
4.	Mindy Cutcher	X	Covad VP ILEC Relations, Operations
5.	Angela Dawson		Covad Training Manager, Service Delivery
6.	Karin Dachowski		Covad Service Delivery Manager
7.	Colette Davis	X	Covad, ILEC Relations
8.	Eddie Echols	X	BellSouth, LCSC Manager
9.	Libba Finnel-Johnson		Covad Process Manager
10.	Allen Hankins	X	BellSouth CWINS Representative
11.	Sandra Howard	X	BellSouth, LCSC CSM
12.	Beth Lackey		Covad V P Operations
13.	Beth, Renee and Margaret	X	Covad Order Administration
14.	Kirk Larson		Covad Manager ILEC Repair TAC
15.	Darcy Leaverton		Covad Training Manager
16.	Farris Huff		BellSouth Manager, CWINS
17.	Karen Olvey		BellSouth LCSC Lead
18.	Mike Stafford		Covad Service Delivery Resolution Manager
19.	Mike Savin	X	Covad Team Lead ILEC Repair TAC
20.	Trent Sears		Covad Service Delivery/trouble shooting
21.	Casey Turner		Covad Service Delivery Resolution Group
22.	Darryl Washington		BellSouth Account Team
23.	Francis Johnson		Covad Service Delivery
24.	Michael Holt		Manager, Covad Communications
25.	Drexel Nimmons		Field Operations Manager, Covad Comm.

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

EXHIBIT 4

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Date: 8/23/01

In Attendance: See Participants List:

- Decisions:**
1. Colette Davis provided feedback on the ordering issues:
 - Supplemental ordering via LENS corrected
 - PON Status Report appears to be corrected
 - Lineshare Ordering not successful. Margaret Largent provided information, Covad followed but continue to receive BAN error.
 - UDC-ND loop. Initial orders rejected for Q account. This was referred to Darry Washington by Frances Johnson on Monday 8/27/01.
 - UNE-T1 initial order rejected due to incorrect format for Channel code. Information provided during meeting by Eddie Echols. Subsequent order placed correctly.
 - To status if Bluestar Disconnect order is completed, must call the CWINS Center. Colette inquired with Darlene Haynes on 8/27/01 regarding getting access to this information in CSOTS. Covad has next action item.
 2. Discussion on the LMU problems uncovered issues that need to be addressed from Covad's perspective. BellSouth directs Covad to use LQS when the LMU data is incomplete. This will need to be further discussed within Covad as a process change. Subsequent to the meeting: 1) Colette Davis reviewed the Covad training material. All reps have been trained. Covad will address any incomplete or lack of LMU information on orders. Cathy Compton will forward to Covad any problems that need to be addressed.
 3. The issue regarding more detail on Construction Notifications is still open as BellSouth works through process questions.

Submitted by
Colette Davis
8/28/01

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

Participants in Attendance		
	Name	Organization
1.	Tom Allen	Covad VP ILEC Relations, Regulatory
2.	Nancy Camarota	Covad Director, Service Delivery
3.	Cathy Compton	X BellSouth CRSG
4.	Mindy Cutcher	Covad VP ILEC Relations, Operations
5.	Angela Dawson	Covad Training Manager, Service Delivery
6.	Karin Dachowski	Covad Service Delivery Manager
7.	Colette Davis	X Covad, ILEC Relations
8.	Eddie Echols	X BellSouth, LCSC Manager
9.	Libba Finnel-Johnson	Covad Process Manager
10.	Allen Hankins	X BellSouth CWINS Representative
11.	Sandra Howard	X BellSouth, LCSC CSM
12.	Beth Lackey	Covad V P Operations
13.	Margaret Huges	X Covad Order Administration
14.	Kirk Larson	Covad Manager ILEC Repair TAC
15.	Darcy Leaverton	Covad Training Manager
16.	Farris Huff	BellSouth Manager, CWINS
17.	Karen Olvey	BellSouth LCSC Lead
18.	Mike Stafford	Covad Service Delivery Resolution Manager
19.	Mike Savin	X Covad Team Lead ILEC Repair TAC
20.	Trent Sears	X Covad Service Delivery/trouble shooting
21.	Casey Turner	Covad Service Delivery Resolution Group
22.	Darryl Washington	X BellSouth Account Team
23.	Frances Johnson	Covad Service Delivery
24.	Michael Holt	Manager, Covad Communications

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

	Name	Participants In Attendance	Organization
25.	Drexell Nimmons		Field Operations Manager, Covad Comm.
26.	Margaret Largent	X	BellSouth Manager
27.	Lianne Griffin	X	BellSouth Manager

BellSouth/Covad Weekly Operations Conference Call Meeting Minutes

EXHIBIT 5

-----Original Message-----

From: Sandra.F.Howard@bridge.bellsouth.com
[mailto:Sandra.F.Howard@bridge.bellsouth.com]
Sent: Thursday, September 06, 2001 1:24 PM
To: Dawson, Angela
Cc: Davis, Colette; Scott.Griffin@bridge.bellsouth.com;
Sandra.F.Howard@bridge.bellsouth.com;
Margaret.Largent1@bridge.bellsouth.com
Subject: PON 1233286 LENS Issue

Angela,

When we spoke on 8-30-01, you were going to submit a SUP for another due date. The system shows Version 1 submitted on 08-23-01. It does not indicate Version 2 was submitted on 8-30-01 requesting a due date change.

In response to your statement that there are still issues with supplementing XDSL orders in LENS. To my knowledge, there are no operational problems with LENS in processing SUP orders. As information, and as previously discussed during our weekly conference call, SUP 1s (cancels) are processed by the system; SUP 2s and 3s (due date changes and all other changes), are presently designed to fall out for manual handling.

After our conversation on 08-30-01, with the understanding that you were going to submit another SUP, I was under the impression that the situation was resolved.

To resolve the present issue, go ahead and submit a request to change the due date. This request should be a VER 02 with the appropriate SUP. I apologize for any confusion.

Please feel free to call me at 205-714-0091.

Sandra Howard
Customer Support Manager
205-714-0091

EXHIBIT 6

-----Original Message-----

From: Hughes, Margaret
Sent: Friday, September 14, 2001 9:23 AM
To: Sandra Howard (E-mail)
Cc: Davis, Colette; Denny Michaud (E-mail); Kari Huntington (E-mail)
Subject: PON 1255193 - Line Share Test Order

Good Morning Sandra,

I would just like to go through the issues we have faced with PON 1255193 and the different steps we have taken to correct the order.

1. Order originally submitted electronically through LENS on September 6, 2001.
2. Received the following clarification on September 7, 2001: **FID WW MUST APPEAR ON VR3CL USOC IF UCP1 APPEARS. PLS CLARIFY. JSM**
3. Received the following response from you in regards to the clarification on September 12, 2001:
Margaret,

This is in reference to the above PON 1255193. I have been advised that according to the BBRLO under the BAN1 (Billing Account Number 1) field,

Rule 3: For REQ TYP A and NC does not = TY, this field must be the CABS account number based on product.

How about adding the BAN number in the BAN1 field rather than "E" for existing. Please advise me once you have completed this.

I apologize for the delay in responding.

Thanks,

Sandra Howard
Customer Support Manager
205-714-0091

4. Attempted to put the Ban Number in the BAN1 field per your suggestion and received an input error.
5. Received a call from you on September 13, 2001 requesting that I populate the AN field with the Ban Number less the last three digits and to repopulate the BAN1 field with the letter "E", which was submitted under Version 2 and accepted in Lens.
6. Received the following clarifications in regards to the Version 2 on September 14, 2001:

2001-09-14

NUMB OF THE VOICE SVC THAT LINE SHARING IS BEING PROVISIONED

2001-09-14

ON REQTYP A (LINE SHARE)REQ WHERE TOS 2ND CHAR=R LEATN FIELD IS TO BE POPULATED WITH THE
10-DIGIT TEL

Sandra could you please check on the newest clarifications and also could you also provide the page reference in the
BBRO where this is located.

Thank You,

Margaret Hughes
Covad Order Administration
BellSouth Ilec

-----Original Message-----

From: Hughes, Margaret
Sent: Thursday, October 04, 2001 10:17 AM
To: Sandra Howard (E-mail)
Cc: Denny Michaud (E-mail); Kari Huntington (E-mail); Davis, Colette
Subject: PON 1306131 - Line Share Order thru Lens

Sandra,

Attached is an explanation of what happened when I submitted PON 1306131 electronically through Lens.

Margaret Hughes
Covad Order Administration
BellSouth Ilec
1-877-517-1884
Option 3



PON 1306131.doc

PON 1306131 – SUBMITTED ELECTRONICALLY THROUGH LENS OCTOBER 4, 2001.

1. Populated the BAN1 field with the "C" Ban Number:

Acknowledgement
Thank You!
Purchase Order Number: 1306131
Version: 00

LSR was submitted to BellSouth on Thursday, 10/04/2001 at 09:55 AM EDT

Received the following Status:

PON	Version	Date Submitted	Error/ Clarification	Order Status	LSR Status
1306131	00	2001-10-04	2001-10-04		LSR Rejected

CC 7871
PON 1306131
VER 00
ORDER STATUS Order status is not available
PROCESSING STATUS LSR Rejected
BAN1 615C070006006
INIT MARGARET HUGHES
BII L

2. Resubmitted PON 1306131 using the letter "E" in the BAN1 field:

Reservation Number - 9/373 78710000KK710042001

Acknowledgement
Thank You!
Purchase Order Number: 1306131
Version: 00

LSR was submitted to BellSouth on Thursday, 10/04/2001 at 10:06 AM EDT

Status of PON 1306131:

PON	Version	Date Submitted	Order Status	LSR Status
1306131	00	2001-10-04		Pending

CC 7871
PON 1306131
ACCOUNT NUMBER 615C070006
VER 00
ORDER STATUS Order status is not available
PROCESSING STATUS Pending Work
BAN1 E
INIT MARGARET HUGHES
CCNA OVC
BII L
DSGCON LOOPACCEPTTEST

EXHIBIT 7

-----Original Message-----

From: Hughes, Margaret
Sent: Thursday, September 13, 2001 9:35 AM
To: Davis, Colette
Cc: Denny Michaud (E-mail); Kari Huntington (E-mail)
Subject: PON 1255193 - Line Share Test Order

Good Morning Colette,

I just received a call from Sandra Howard requesting that I change the following fields for this order.

Populate the BAN1 field with the letter E.

Populate the AN field with the Ban Number less the last three digits.

Lens has accepted these changes and a version 2 is currently processing through the system. I will update you with the status of this order later this afternoon.

Margaret

EXHIBIT 8

From: Margaret.Largent1@bridge.bellsouth.com
[mailto:Margaret.Largent1@bridge.bellsouth.com]
Sent: Friday, August 10, 2001 6:47 PM
To: Davis, Colette
Cc: Dawson, Angela; ATL-Operations;
Cathy.W.Compton@bridge.bellsouth.com;
Sandra.F.Howard@bridge.bellsouth.com;
Margaret.Largent1@bridge.bellsouth.com;
Rita.Worrell1@bridge.bellsouth.com
Subject: FW: Linesharing error PON 1199462

Hi Colette,

I want to remind you that the information that supports what I am about to give to you can be found on the Guides website under Guides (<http://www.interconnection.bellsouth.com/guides/leo/html/gleoo020/index.htm>)- BellSouth Business Rules OSS99 - Section 3.2 and more specifically 3.2.2.

Your order indicates that this is a new (first order account) according to
BAN1: 305-C07-0003-003

Your ACT: C LNA: N indicates that this is an existing account that you are adding additional lines too.

Your ACT should have been ACT: N and LNA: N which indicates that this is a new order --

I have referred your question about the Ban error to the systems support team and should have you an answer on Monday. However, what you ordered was not for an existing account. You were ordering New and I believe this is why you received the error 5000: BAN1 must be entry of E IF Rectype A - Line Share CO Based. (meaning that if the ACT C and N are correct then your BAN should be E for (existing)).

The system was confused by the entry and errored back to you for clarification
on: Is it an Existing account or Is it New?

Will provide additional information, when the Systems support team gets back to us.

Thanks,
mpl

EXHIBIT 9

Boone, Catherine

From: Sandra.F.Howard@bridge.bellsouth.com
Sent: Tuesday, August 21, 2001 1:09 PM
To: Davis, Colette
Cc: ATL-Operations; Sandra.F.Howard@bridge.bellsouth.com; karihuntington@teletech.com; Margaret.Largent1@bridge.bellsouth.com; Hughes, Margaret; Lafantaisie, Renee; TerriBridge@teletech.com
Subject: RE: Linesharing error PON 1199462



RE:

Colette,

I have verified PON 1199462. The error message on this particular PON states "ACT=C, LNA=N is invalid on a single line account". Please refer to Margaret Largent's letter dated August 10, 2001 regarding using an ACT of "N" and LNA of "N". She also indicated the BAN 1 field should be completed with the BAN number.

I have also verified PON 1225153. The error message states "RSAG-INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT". The address indicated on the LSR appears correct. Please verify that Southeast FL was selected from the pull down menu (AREA) in LENS. If the correct area is not selected, an error will be received on the address. If Southeast FL was not selected, please have Margaret correct and resubmit the order. If Southeast FL was selected, further investigation will be required. I would appreciate your immediate response.

Please feel free to call me if you have any questions.

Thanks,

Sandra Howard
Customer Support Manager
205-714-0091

EXHIBIT 10

From: Davis, Colette
Sent: Wednesday, August 22, 2001 2:48 PM
To: 'Margaret Largent'
Cc: Hughes, Margaret; 'Sandra Howard'; ATL-Operations
Subject: FW: explanation from BellSouth

Margaret,

Margaret Hughes sent me back this email. We need your consultation as we don't understand.

Colette Davis

Director, ILEC Relations
Covad Communications
Phone: 770.998.2112
Mobile: 404.734.7982
codavis@covad.com

-----Original Message-----

From: Hughes, Margaret
Sent: Wednesday, August 22, 2001 1:47 PM
To: Davis, Colette
Cc: ATL-Operations
Subject: RE: explanation from BellSouth

Hi Colette,

Renee and I double checked the original order and we both agree that we did process the order using the ACT N and the LNA N. To be on the safe side we decided to try another order.

We attempted to submit PON 1228558 electronically through LENS. We followed this order through very carefully together and we used the ACT of N and the LNA of N and the ban number in the BAN 1 field. and we received the following clarification:

5000: BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED

Due to the above issue we have decided to place PON 1228558 manually so not to hold up too many orders.

I do not know what is happening with these orders, but PON 1230885 is still pending, so I am not really sure of its status at this time.

I will update you when PON 1230885 has an updated status.

Thank You,

Margaret

-----Original Message-----

From: Davis, Colette
Sent: Wednesday, August 22, 2001 12:59 PM
To: Hughes, Margaret
Cc: ATL-Operations
Subject: explanation from BellSouth

Margaret....I have copied Margaret Largent's email to me regarding how to order lineshare loops via LENS.....please double check to make sure that we're doing it correctly.

Colette

Per Margaret Largent.....

"I want to remind you that the information that supports what I am about to give to you can be found on the Guides website under Guides
(<http://www.interconnection.bellsouth.com/guides/leo/html/gleoo020/index.htm>)-
BellSouth Business Rules OSS99 - Section 3.2 and more specifically 3.2.2.

Your order indicates that this is a new (first order account) according to
BAN1: 305-C07-0003-003

Your ACT: C LNA: N indicates that this is an existing account that you are adding additional lines too.

Your ACT should have been ACT: N and LNA: N which indicates that this is a new order --

I have referred your question about the Ban error to the systems support team and should have you an answer on Monday. However, what you ordered was not for an existing account. You were ordering New and I believe this is why you received the error 5000: BAN1 must be entry of E IF Reqtype A - Line Share CO Based. (meaning that if the ACT C and N are correct then your BAN should be E for (existing)).

The system was confused by the entry and errored back to you for clarification on: Is it an Existing account or Is it New?

Will provide additional information, when the Systems support team gets back to us.

Thanks,
mpl"

EXHIBIT 11

From: Davis, Colette
Sent: Thursday, August 23, 2001 8:24 AM
To: 'Margaret.Largent1@bridge.bellsouth.com'
Cc: ATL-Operations; 'Sandra.F.Howard@bridge.bellsouth.com'; Hughes, Margaret; ATL-Operations
Subject: RE: explanation from BellSouth

Margaret L,
We certainly understand the confusion regarding the information....we've been wrestling with this for 3 months. We appreciate you digging in and helping us sort through this situation.

Colette

-----Original Message-----

From: Margaret.Largent1@bridge.bellsouth.com
[mailto:Margaret.Largent1@bridge.bellsouth.com]
Sent: Wednesday, August 22, 2001 11:10 PM
To: Davis, Colette
Cc: ATL-Operations; Sandra.F.Howard@bridge.bellsouth.com;
Margaret.Largent1@bridge.bellsouth.com; Hughes, Margaret
Subject: FW: explanation from BellSouth

Colette & Margaret;

After getting your emails I took the day off today and began reading the documentation myself. The earlier information that I supplied to you was through consultation of a third party.

I have reviewed the entire section on REQ TYP A Loop Service and have found that I provided you with manual supported field entries for the ACT and LNA fields under the general guidelines for (REQ TYP A) and not the Electronic ordering combination. I take full responsibility for the error. I provided to you information of a general nature section 3.2 of the ordering guide and not specific to electronic ordering and I apologize for this error.

Section 3.9 of the CG-LEOO-020 Issue 9N-May 31-2001 provides for the Unbundled (CO Based) Line Share found on the Local Interconnection Web site under ordering provides:

3.9.2 Provides the ordering forms that are required for Line Share SI (Service Inquiry), LSR (Local Service Request), EU (End User), and LS (Loop Service)

LSR and EU forms/ Screens:

REQ TYP = A for Line Share

Also in this section it provides the Account level activities (ACT)
For Electronic the ACT should be C = New installation and/or account

(electronic)

LS Form (Loop Service)

Line Level Activities (LNA) apply to the specified line only:

N = New Installation (e.g., new line or additional line)

C = Change or Modification to an Existing Line

D = Disconnection

X = Telephone Number Change

V = Conversion or Migration to new LSP as specified

W = Conversion or Migration as is

P = PIC Change

L = Seasonal Suspend

B = Restore

The following Chart provides the valid LNAs for each account level activity (ACT) and the associated LS form usage.

IF ACT is:	Then LNA is	And LS Form/Screen is:
N	N	Required
C	N,C or D	Required
D	D	Required
V	N,D or V	Required
P	N,D or V	Required
Q	N,D or V	Required

: LSR (Line Share)- REQ TYP: A /ACT: C (New Install) Electronic (e) only

Required	Conditional	Optional
CCNA (e)	VER (e)	Project (e)
PON (e)	SUP (e)	EXP (e)
AN	CUST (e)	RPON (e)
SC = "LCSC" (e)		IMP CON-PAGER (e)
D/SENT (e)		ALTIMP CON (e)
DDD (e) (e)		ALTIMP CON-TEL NO.
REQ TYP = "AB" (e)		
ACT = "C" (e)		
CC (e)		
ACTL (e)		
LSO (e)		
TOS = 'R' in 2nd character (e)		
NC = "SWXX" (e)		

NCI = "02QB5.005" (e)
SECNCI "02DU5.005" (e)
CIC (e)
BAN1 (e)
ACNA (e)
IMPCON (e)
IMPCON-TEL NO. (e)
INIT (e)
INIT-TEL NO. (e)
INIT-FAX NO. (e)
RESID (e)

EU (LINE SHARE) - REQ TYP = A ACT = C (New Install) electronic (e) only

Required	Conditional	Optional
PON (e)		LCON-NAME (e)
AN (e)		LCON-TEL NO. (e)
PG_OF_ (e)		
EU-NAME (e)		

Legend:
" " = mandatory entry; * = when this is optional field is populated, it forces at least one of the conditional fields to become REQUIRED; (m) = for manual ordering only; (e) = for electronic ordering only

The above information was taken from Section 3.9 of the CLEC ordering guide for Line Share. Please review this section for the specific service type and entries as indicated in the guide.

Please call me with further questions.

mpl

EXHIBIT 12

-----Original Message-----

From: Sandra.F.Howard@bridge.bellsouth.com
[mailto:Sandra.F.Howard@bridge.bellsouth.com]
Sent: Thursday, August 30, 2001 12:54 PM
To: Hughes, Margaret
Subject: LS order - PON 1240871

Hi Margaret,

I've been advised the SLOT field should be two characters. Please correct and let me know if you have any more problems.

Thanks,

Sandra Howars
Customer Support Manager
205-714-0091

=>Hi Sandra,

=>

=>I checked on PON 1240871 this morning and it is showing a clarification tha

=>the SLOT is formatted incorrectly. I double checked the information in LENS

=>and the SLOT appears as 042 which is the correct format. Could you please

=>check on this and let me know what is happening.

=>

=>Thanks

=>Margaret

=>

EXHIBIT 13

-----Original Message-----

From: Sandra.F.Howard@bridge.bellsouth.com
[mailto:Sandra.F.Howard@bridge.bellsouth.com]
Sent: Thursday, August 30, 2001 2:52 PM
To: Hughes, Margaret
Subject: RE: LS order - PON 1240871

Margaret,

Sorry for the confusion. Try inputting it with 4 characters; 2
numeric, a
"-", and 1 numeric. EXAMPLE 04-2

Let me know what happens.

From: Davis, Colette
Sent: Thursday, October 11, 2001 7:34 PM
To: Hughes, Margaret
Cc: Boone, Catherine; ATL-Operations
Subject: FW: Lineshare orders/SLOT

Margaret,
Did Sandra ever provide you feedback on the resolution to this problem?

-----Original Message-----

From: Davis, Colette
Sent: Friday, August 31, 2001 2:53 PM
To: Hughes, Margaret
Cc: ATL-Operations
Subject: RE: Lineshare orders

Thanks for the update.
Colette

-----Original Message-----

From: Hughes, Margaret
Sent: Friday, August 31, 2001 2:19 PM
To: Davis, Colette
Cc: Denny Michaud (E-mail); Kari Huntington (E-mail); Lafantaisie, Renee
Subject: RE: Lineshare orders

Hi Colette,

I spoke to Sandra Howard this morning and we have not been able to resolve the clarification in regards to the SLOT field yet. She has escalated this at her end and she and I are going to try another order on Tuesday. She pushed the order I was working through manually. I will update you next week, I believe we should be able to resolve all issues next week (Hopefully).

Margaret

-----Original Message-----

From: Davis, Colette
Sent: Friday, August 31, 2001 2:12 PM
To: Hughes, Margaret
Cc: ATL-Operations
Subject: Lineshare orders

Margaret what is the status? of the current problem.

Are we processing Lineshare orders via LENS?

I need this feedback right away.

Colette

EXHIBIT 14

-----Original Message-----

From: Hughes, Margaret
Sent: Wednesday, October 03, 2001 7:58 AM
To: Sandra Howard (E-mail)
Cc: Denny Michaud (E-mail); Kari Huntington (E-mail); Davis, Colette
Subject: Electronic Line Share Orders

Good Morning Colette,

The following Line Share Orders we submitted electronically through Lens and received clarifications in regards to the BAN 1 and LEATN fields. I supped these orders on Oct 1, 2001 and LENS is still not showing as status for the Version 1 for these orders. Could you please check on the status of these orders to find out why they are not processing.

PON 1293590 - Version 1
PON 1294012 - Version 1
PON 1290061 - Version 5
PON 1291951 - Version 1
PON 1293813 - Version 1
PON 1294087 - Version 1
PON 1294849 - Version 1
PON 1294727 - Version 1
PON 1295252 - Version 1
PON 1295765 - Version 1
PON 1296930 - Version 1

Thank You,

Margaret Hughes
Covad Order Administration
BellSouth Illec

-----Original Message-----

From: Sandra.F.Howard@bridge.bellsouth.com
[mailto:Sandra.F.Howard@bridge.bellsouth.com]
Sent: Tuesday, October 09, 2001 2:52 PM
To: MHuhes@Covad.COM
Cc: Davis, Colette; Edgar.Echols@bridge.bellsouth.com;
Lianne.Griffin@BellSouth.com; Scott.Griffin@bridge.bellsouth.com;
Margaret.Largent1@bridge.bellsouth.com; Karen.Olvey@BellSouth.com
Subject: Line Share Orders

Margaret:

The attached spreadsheet reflects the status of PONs referred to me for LineShare Orders. PON 1301055 is still pending. I will advise me of the status as soon as the investigation is complete.

Please feel free to call me if you have any questions.

Thanks,

Sandra Howard
Customer Support Manager
205-714-0091

ERROR TYPE	PON	VER	LSR STATUS
LINESHARE ORDERS	1293590	1	PON has "C" account as 502 C07-0001 and the SLTN is showing account number 504-866-8617. 10-08-01 SUP 1 submitted by CLEC to cancel PON
	1294012	1	PON has "C" account as 502-C07-0001 and the SLTN is showing account number 305-625-2962. Please correct "C" account for this PON
	1290061	5	10-9-01 FOC'd
	1291951	1	10-9-01 Should receive FOC
	1293813	1	10-9-01 Should receive FOC
	1294087	1	10-9-01 Should receive FOC
	1294849	1	10-05-01 SUP 1 submitted by CLEC to cancel PON
	1294727	1	10-9-01 FOC'd
	1295252	1	10-9-01 FOC'd
	1295765	1	10-9-01 Should receive FOC
	1296930	1	10-9-01 Should receive FOC
	1295275	1	10-9-01 Should receive FOC
	1301055	1	10-9-01 Open (PON in Reject Status - Refd Back to Staff)