

**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 16, 2001

**COMMENTS OF COVAD COMMUNICATIONS COMPANY  
REQUESTING INVESTIGATION OF EXCLUDED "L" CODED ORDERS FROM THE  
ORDER COMPLETION INTERVAL METRIC (P-4)**

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

COMES NOW, DIECA Communications, Inc. d/b/a Covad Communications Company (“Covad”) and files these comments with supporting documentation to emphasize ongoing and substantive defects that Covad continues to experience with BellSouth Telecommunications, Inc. (“BellSouth”) data and metrics system. As the attached information reveals, BellSouth inappropriately excludes Covad orders from the Order Completion Interval (“OCI”) calculation. These inappropriate exclusions have the effect of decreasing BellSouth’s reported Order Completion Interval for ALECs and for Covad in particular. During KPMG’s evaluation of the accuracy of the data reported in the metrics, KPMG should evaluate the legitimacy of orders BellSouth codes “L” and thus excludes from the metric. As set forth in the BellSouth SQM, the Order Completion Interval metric is intended to capture the interval of time from when an ALEC receives a Firm Order Confirmation (“FOC”) to when BellSouth completes the order. Undoubtedly, OCI is one of the most important metrics for use in determining whether BellSouth is providing parity service. Covad closely monitors this metric. When BellSouth first began reporting OCI in Georgia, Covad was surprised by the high number of closed orders that BellSouth excluded every month from this metric. These issues have been highlighted in a series of letters between Covad and BellSouth, wherein Covad expressed concerns about the number of Covad orders that BellSouth codes “L” and subsequently excludes from the OCI calculation. According to BellSouth’s business rules for OCI (P-4), “L” coded orders are those orders for which Covad has requested a loop delivery date that is longer than the standard loop delivery interval. As a matter of corporate policy, Covad’s order administration representatives always request a due date that is exactly the standard loop delivery interval in compliance with BellSouth’s business rules. The only reason Covad would request a different due date is if, after receiving the FOC from BellSouth, Covad’s customer cannot be available on the due date. In

those cases, Covad supplements the order and requests a different due date. In those rare instances, Covad's order is appropriately coded "L" and excluded from the metric.

In an August 8, 2001 letter to BellSouth, Covad included a list of fifteen (15) Purchase Order Numbers or "PONs" which BellSouth had coded "L" excluded from the OCI calculation. Covad's investigation of these PONs revealed that these orders should not have been coded "L" and should not have been excluded from the metric. In response, BellSouth stated that each of the orders represented in Covad's August 8<sup>th</sup> letter were properly excluded. BellSouth contended that Covad had requested a longer than standard due date and thus the orders were excluded from the calculation. (See Exhibit 1). Covad disagrees. As demonstrated by the evidence attached hereto, in each of those orders, Covad requested the standard loop delivery interval. In each instance, Covad followed the BellSouth business rules and requested the appropriate amount of time for desired due date. The rules are simple. According to the BellSouth Products and Services Interval Guide (Section 4.1 of Issue 3B), the BellSouth standard interval for delivering stand alone xDSL loops (ADSL, HDSL, and UCL loops) is 5 business days. For IDSL loops, the standard interval is 10 business days. (See Exhibit 2). As a matter of policy, Covad always requests that interval on its service requests.

Nonetheless, when Covad submits a Local Service Request ("LSR") for either loop, Covad must also account for the time it takes BellSouth to return the FOC . According to the BellSouth Product and Service Interval Guide, an LSR submitted before 10:00 a.m. must use the standard interval for the Desired Due Date ("DDD"). If an LSR is submitted after 10:00 a.m., the CLEC must request the standard interval plus one day for the FOC. Thus, the CLEC must request a DDD of the standard interval plus one day.<sup>1</sup>

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<sup>1</sup> "For LSRs submitted manually or electronically that require manual intervention and no FOC Interval is indicated on the chart: (a) LSR submitted before 10:00 am – use standard interval for DDD; (b) LSR

To help KPMG and the Commission understand this issue better, Covad provides below a summary of the facts associated with each of these 15 orders in addition to evidence that shows the LSR actually submitted or Covad's work logs that explain when the loop order was actually placed and the FOC date received. This evidence leads to the inevitable conclusion that these orders should not have been excluded from the OCI metric. Thus, the data reported by BellSouth is not an accurate reflection of Order Completion Interval.

The history of these orders is summarized below. The documents supporting each PON are attached:

- On PON 1110175, Covad submitted the LSR at 8:30 a.m. on June 5, 2001 and properly requested a DDD that was 5 business days later (June 12, 2001). This was the standard interval for the ADSL loop since the LSR was submitted before 10:00 a.m. as required by the BST Interval Guide. BellSouth issued a FOC on June 6<sup>th</sup>, a day later, when the FOC should have been processed on that same business day as the order was submitted. BellSouth delivered the loop on June 14<sup>th</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. Moreover, it took BellSouth 6 days from issuance of the FOC to deliver the loop. [See Exhibit 3]
- On PON 1105809, Covad submitted the LSR at 11:06 a.m. on June 6, 2001 and properly requested a DDD that was 6 business days later (June 14, 2001). That is the standard interval of 5 business days for the ADSL loop plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 7<sup>th</sup> and delivered the loop on June 12<sup>th</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 4]
- On PON 1117648, Covad submitted the LSR at 1:06 p.m. on June 12, 2001 and properly requested a DDD that was 11 business days later (June 27, 2001). That is the standard interval of 10 business days for the IDSL loop plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 12<sup>th</sup>, the same day the LSR was submitted, and delivered the loop on June 26<sup>th</sup>. The loop was delivered one day before Covad requested it, presumably because BellSouth produced the FOC on the same day the order was submitted. Nonetheless, that does not justify BellSouth's exclusion of this order from OCI. [See Exhibit 5]
- On PON 1106882, Covad submitted the LSR at 5:41 p.m. on June 7, 2001 and properly requested a DDD that was 6 business days later (June 15, 2001). That is the standard interval

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submitted after 10:00 am – add one day to standard interval to calculate DDD.” Section 4.1 of Issue 3B of BellSouth's Products and Services Interval Guide dated December, 2000 (Exhibit 2)



of 5 business days for the ADSL loop plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 8<sup>th</sup> and delivered the loop on June 15<sup>th</sup>, which resulted in an order completion interval that was exactly (5 days) the standard interval requested by Covad. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 6]

- On PON 1121823, Covad submitted the LSR at 9:00 a.m. on June 12, 2001 and properly requested a DDD that was 10 business days later (June 26, 2001). That is the standard interval for ADSL loops as required by the BST Interval Guide since the LSR was submitted before 10:00 a.m. BellSouth issued a FOC on June 12<sup>th</sup> and delivered the loop on June 26<sup>th</sup>, which resulted in an order completion interval that was exactly (10 days) the standard interval requested by Covad. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 7]
- On PON 1127678, Covad submitted the LSR at 6:43 p.m. on June 14, 2001 and properly requested a DDD that was 6 business days later (June 22, 2001). That is the standard interval of 5 business days for ADSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 15<sup>th</sup> and delivered the loop on June 22<sup>nd</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 8]
- On PON 1110313, Covad submitted the LSR at 2:26 p.m. on June 4, 2001 and properly requested a DDD that was 6 business days later (June 12, 2001). That is the standard interval of 5 business days for ADSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 7<sup>th</sup>, a full 2 days after it should have been issued, and delivered the loop on June 12<sup>th</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 9]
- On PON 1113174, Covad submitted the LSR at 11:00 a.m. on June 5, 2001 and properly requested a DDD that was 11 business days later (June 20, 2001). That is the standard interval of 10 business days for ADSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 5<sup>th</sup>, the same business day, and delivered the loop on June 20<sup>th</sup>. In that case, it took BellSouth 11 days from FOC to complete the order, but that interval was erroneously excluded from the calculation of Order Completion Interval. [See Exhibit 10]
- On PON 1106332, Covad submitted the LSR at 9:45 p.m. on May 31, 2001 and properly requested a DDD that was 6 business days later (June 8, 2001). That is the standard interval of 5 business days for ADSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 1<sup>st</sup> and delivered the loop on June 11<sup>th</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 11]

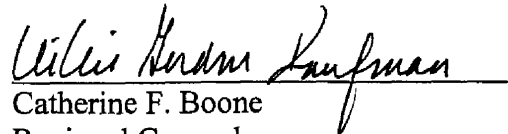
- On PON 1126531, Covad submitted the LSR at 11:00 a.m. on June 14, 2001 and properly requested a DDD that was 11 business days later (June 29, 2001). That is the standard interval of 10 business days for IDSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on June 14<sup>th</sup>, the same business day, and delivered the loop on June 28<sup>th</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 12]
- On PON 1179278, Covad submitted the LSR at 1:00 p.m. on July 20, 2001 and properly requested a DDD that was 11 business days later (August 6, 2001). That is the standard interval of 10 business days for IDSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on July 20<sup>th</sup>, the same business day, and delivered the loop on August 6<sup>th</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 13]
- On PON 1187739, Covad submitted the LSR at 10:45 a.m. on July 27, 2001 and properly requested a DDD that was 11 business days later (August 13, 2001). That is the standard interval of 10 business days for IDSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on July 27<sup>th</sup>, the same business day, and delivered the loop on August 14<sup>th</sup>. This order was wrongfully excluded from the OCI calculation. Covad followed the BellSouth business rules, used the standard loop delivery interval and the required extra day for the FOC. [See Exhibit 14]
- On PON 1215654, Covad submitted the LSR at 2:00 p.m. on August 14, 2001 and properly requested a DDD that was 11 business days (August 29, 2001). That is the standard interval of 10 business days for IDSL loops plus 1 additional day as required by the BST Interval Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on August 14<sup>th</sup>, the same business day, and delivered the loop on August 29<sup>th</sup>. As the last few examples illustrate, BellSouth may have a software glitch that erroneously excluded these orders. It may work as follows: When Covad submits an order after 10:00, Covad **must** add a day to the standard loop delivery interval when selecting its Desired Due Date (DDD). Nonetheless, if BellSouth returns the FOC on the same day as the order was submitted, it would look to the BellSouth systems as though Covad had requested an 11 day interval, rather than the 10 day standard interval. BellSouth systems would then code the order "L" and exclude it from calculation. But that is unfair to Covad. Covad wants the shortest possible interval. Covad only added a day to the DDD because BellSouth business rules **require** that additional time be inserted as a safety net for BellSouth. It does not justify excluding Covad's orders from calculation of the OCI metric. Furthermore, the SQM business rules make clear that an "L" coded order is one in which the CLEC requests a loop delivery date longer than the standard loop delivery interval. [See Exhibit 15]
- On PON 1218653, Covad submitted the LSR at 10:27 a.m. on August 15, 2001 and properly requested a DDD that was 11 business days (August 30, 2001). That is the standard interval of 10 business days for IDSL loops plus 1 additional day as required by the BST Interval

Guide, since the LSR was submitted after 10:00 a.m. BellSouth issued a FOC on August 15<sup>th</sup>, the same business day, and delivered the loop on August 30<sup>th</sup>. BellSouth excluded this order from the OCI calculation even though Covad requested the standard loop delivery interval. [See Exhibit 16]

As these examples illustrate, time and time again, Covad followed the business rules for placing loop orders, used the required standard interval but BellSouth has excluded orders as “L” coded orders that should not have been excluded. This sample represents only a portion of the “L” coded orders excluded from the metric. The erroneously excluded orders skew this metric so that OCI does not accurately capture Covad’s experience on BellSouth performance. We believe KPMG needs to investigate the validity of the processes involved with excluding orders on the basis of “L” coding. KMPG’s evaluation of whether BellSouth is capturing the data accurately and properly reporting performance according to the metric must include a serious investigation of the “L” coded orders excluded.

## CONCLUSION

Covad appreciates the opportunity to share this information with KPMG and the Commission. Hopefully, KPMG's thorough examination of the data and metrics will have already revealed these flaws. Otherwise, this information should certainly serve as a basis for additional investigation by KPMG.



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## CERTIFICATE OF SERVICE

I **HEREBY CERTIFY** that a true and correct copy of the foregoing the Comments of Covad Communication Company Requesting Investigation of Excluded "L" Coded Orders from the Order Completion Interval Metric (P-4) has been furnished by (\*) hand delivery or by U. S. Mail on this 16th day of November, 2001, to the following:

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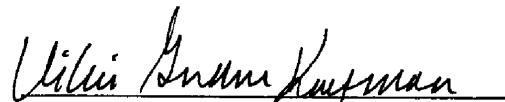
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**DOCUMENTATION ILLUSTRATING  
IMPROPER "L" CODING OF COVAD ORDERS**

**SUMMARY OF "L" CODED PONs**

EXHIBIT #	PON	LSR SENT	FOC ISSUED	INTERVAL REQUIRED BY BST RULES	INTERVAL REQUESTED BY COVAD	COMPLETION DATE	COMPLETION INTERVAL	BST STATED GROUNDS FOR EXCLUSION
1	Letter from BellSouth to Covad claiming validity of certain "L" coded order (w/ attached spreadsheet)							
2	Excerpt from BellSouth's Product and Services Interval Guide (Re DDD Calculation)							
3	1110175	6/5/01 @ 8:30 AM	6/6/01	5	5	6/14/01	6	L coded, CUSTOMER REQUESTED LATER DUE DATE
4	1105809	6/6/01 @ 11:06 AM	6/7/01	6	6	6/12/01	BST = 4 Actual = 3	L coded, Subscriber prior - due date change to earlier date, CUSTOMER REQUESTED LATER DUE DATE
5	1117648	6/12/01 @ 1:06 PM	6/12/01	11	11	6/26/01	BST = 12 Actual = 10	L coded, Subscriber prior - due date change to earlier date, CUSTOMER REQUESTED LATER DUE DATE
6	1106882	6/7/01 @ 5:41 PM	6/8/01	6	6	6/15/01	BST = 6 Actual = 5	L coded, CUSTOMER REQUESTED LATER DUE DATE
7	1121823	6/12/01 @ 9:00 AM	6/12/01	10	10	6/26/01	BST = 12 Actual = 10	L coded, CUSTOMER REQUESTED LATER DUE DATE
8	1127678	6/14/01 @ 6:43 PM	6/15/01	6	6	6/22/01	BST = 6 Actual = 5	L coded, CUSTOMER REQUESTED LATER DUE DATE
9	1110313	6/4/01 @ 2:26 PM	6/7/01	6	6	6/12/01	BST = 6 Actual = 3	L coded, CUSTOMER REQUESTED LATER DUE DATE
10	1113174	6/5/01 @ 11:00 AM	6/5/01	11	11	6/20/01	BST = 13 Actual = 11	L coded, CUSTOMER REQUESTED LATER DUE DATE
11	1106332	5/31/01 @ 9:45 PM	6/1/01	6	6	6/11/01	6	L coded, CUSTOMER REQUESTED LATER DUE DATE
12	1126531	6/14/01 @ 11:00 AM	6/14/01	11	11	6/28/01	BST = 12 Actual = 10	L coded, CUSTOMER REQUESTED LATER DUE DATE
13	1179278	7/20/01 @ 1:00 PM	7/20/01	11	11	8/6/01	BST = 14 Actual = 11	L coded, CUSTOMER REQUESTED LATER DUE DATE
14	1187739	7/27/01 @ 10:45 AM	7/27/01	11	11	8/14/01	BST = 15 Actual = 12	L coded, CUSTOMER REQUESTED LATER DUE DATE
15	1215654	8/14/01 @ 2:00 PM	8/14/01	11	11	8/29/01	BST = 13 Actual = 11	L coded, CUSTOMER REQUESTED LATER DUE DATE
16	1218653	8/15/01 @ 10:27 AM	8/15/01	11	11	8/30/01	BST = 13 Actual = 11	L coded, CUSTOMER REQUESTED LATER DUE DATE



# EXHIBIT 1

September 13, 2001

Mr. Thomas E. Allen, Jr.  
Covad Communications  
10 Glenlake Parkway  
Suite 650  
Atlanta, GA 30328

Re: BellSouth's Data for Order Completion Interval

Dear Tom:

Thank you for your letter of August 8, 2001, and I apologize for my delay in responding. However, I am glad to hear that Covad is making progress in understanding how BellSouth gathers and reports data for Covad's performance. As you stated, this is a complex and detailed process, and BellSouth hopes that these additional responses to the issues raised in your August 8, 2001 letter will help Covad better understand how this process works.

**Orders Excluded from P-4 (Order Completion Interval)**

You asked BellSouth to examine a sample of 15 service orders completed in June 2001 to determine why they were "L" appointment coded. BellSouth was unable to locate four of the Purchase Order Numbers ("PONs") you provided. However, after researching the data that you provided, we were able to perform an analysis on the remaining 11 orders. The attached spreadsheet lists the 15 PONs and provides the raw data for the 11 we were able to locate and analyze. If Covad can provide additional information on the four PONs we were unable to locate, such as Service Order Number, Completion Date, etc., BellSouth will continue to investigate.

An order is "L" appointment coded when a CLEC requests or negotiates an original due date longer than the standard interval for that particular type of service. BellSouth's Products and Services Interval Guide located on the Interconnection website provides published interval information by product type. In the sample analyzed, there were six UNE ADSLs (UAL) and five UNE Capable Loops (UDC). The BellSouth published interval for UAL is five business days and ten business days for UDC. In the sample examined, all six UALs had an original due date interval of six business days and were appropriately "L" appointment coded, although PON number 1105809 had a subsequent due date change, which reduced the completion interval to four days, which was met. Three of the five UDCs were given a 13 day interval and two were given a 12 business day interval, which resulted in all five UDCs being "L" appointment coded. Based on the sample analyzed, it appears that "L" appointment codes are properly being placed on Covad's orders.

Although you state in your letter that two of the completion dates in this sample were actually prior to the FOC delivery date, our data does not support this statement. As you

can see from the raw data, the issue dates for all of these orders, which correspond to the FOC delivery date, is well before the completion date. If Covad will provide details on the two PONs in question, such as a service order number, we will continue our investigation. We have attached an Excel Spreadsheet supporting these findings.

You also asked us to clarify that when BellSouth misses an appointment or requests that Covad change a due date that these orders are not excluded from the P-4 report. That BellSouth may miss an appointment for a particular order does not result in that order being excluded from the P-4 report. On the contrary, a BellSouth missed appointment would result in a longer order completion interval than would be the case had BellSouth met the due date, and BellSouth's performance data would reflect that longer interval. With respect to circumstances when BellSouth requests that Covad change a due date, such requests do not, by themselves, result in an exclusion from the P-4 report. However, when Covad accepts the offered standard interval but then submits a due date change that is received prior to the original order being completed, such orders are excluded from the P-4 report, although they are not assigned an "L" code.

#### **BellSouth's Review of a Sample of Covad Provided PON Numbers**

In your analysis of BellSouth's Exhibit WNSPM-8, you claim to have identified several "inaccuracies." You indicate that PON 948476 on line 35 is identical to line 26 of the same report. You also indicated that PON 930445 is a duplicate of the PON number on line 32. However, if you notice in the Exhibit, the PONs provided have 2 different service order numbers associated with them. It is not uncommon for an LSR to generate more than one service order based on the activity requested. In these cases these PONs produced a "C" order to provision "Line Sharing" service and an "R" order that is category "Other" to update BellSouth's billing and customer records. Therefore, these are not duplicates but appropriate multiple entries for a single PON.

On the Exhibit in question, BellSouth included PON 808639 which you appropriately pointed out was not on your original sample. This PON was a typo and should have included data for PON 908639, which was on your original sample. We apologize for this error.

You raised an issue concerning closeout dates on some of these orders. Our completion date data is received directly from the SOCs service order system and is populated by the technician closing out the ticket. BellSouth has no reason to believe that its records concerning when orders are completed are inaccurate. However, in order to pin point more precisely the apparent discrepancy between when BellSouth reflects that an order has been completed versus the completion date reflected by Covad, it would be helpful for Covad to provide us details of how Covad's completion date data is derived so that we can investigate the differences.

### Review of PARIS Calculation and Analysis

Concerning your request to come to BellSouth to meet with the Parity Analysis and Remedy Information System (PARIS) SMEs in order to understand how the penalty calculations were reached, you may contact Leah Cooper, BellSouth Attorney at 404-335-0764. She will assist in preparing the appropriate protective agreement and to schedule a time for your visit.

### Question on PMAP and Covad Reports

You asked us to explain how BellSouth was able to appropriately compute penalties for Line Sharing for those months where the PMAP data was not available. You also asked how BellSouth was able to report the CLEC Aggregate Monthly State Summary data when no Line Sharing data was available for Covad. In our current Performance Measurement report generator, PMAP, CLEC specific data for March and April 2001 on Line Sharing and some other ordered disaggregations was captured, but could not be reported in the specific product disaggregations for monthly reporting purposes. However, we were able to collect and report Line Sharing data in the aggregate on the MSS reports, and we were able to produce remedy data in PARIS for the March and April 2001 time period. We were able to do this by using data collected from the source systems that feed the report generators for these reports. PMAP Line Sharing data was available to produce monthly performance reports for Ordering, and Maintenance & Repair for the May & June 2001 reporting periods. CLEC-specific Line Sharing data for the Provisioning reports was posted on July 23, 2001 for the June reporting month.

Although ISDN Loop data was not reported in PMAP for the May 2001 service month, penalties were calculated for Covad's ISDN ordered services using data in PARIS. We were able to calculate penalties while no disaggregated ISDN data were reported in PMAP for the same reasons explained about concerning Line Sharing. The reporting of ISDN data in PMAP was completed for the June service month and is currently on the website for the July service month. We are attaching an Excel Spreadsheet containing Covad's May raw data for ISDN service. This file should allow you to make comparisons with your LSR data. However, based on BellSouth's comparison to its own ISDN performance, Covad was not due any penalty payments in connection with the impacted volume of 64 circuits for Covad for ISDN for May. There was no affected volume that would have generated a payment because Covad was provided parity service compared to BellSouth orders.

## Additional PMAP Questions

### **Percent Reject Service Requests**

- The disaggregations for xDSL are located in the Miscellaneous report “% Rejected Service Requests”. We are in the process of putting together a map showing where all the various PMAP reports described in the SQM are located on the website. This map will be posted in the Menu folder under the ‘Help’ selection along with current PMAP documentation. We are confident this will address Covad’s concerns about the location of reports in PMAP.
- Covad asks why BellSouth only reported information in the Non-Mechanized report for this measure and not in the Fully and Partially Mechanized reports. Covad did not have any Fully or Partially Mechanized LSRs rejected during June 2001, therefore no data would be returned for that report.
- Covad indicates that BellSouth is reporting numerous lines in the 2-wire analog loop category but Covad states that they are not ordering these types of services. We are continuing to investigate this issue.

With respect to the message Covad received that “The Raw Data file that you requested is currently being processed,” this message means that the files are in the process of being generated and cannot be accessed during processing. Upon receipt of this message Covad should attempt to reaccess the data. If the second attempt is unsuccessful Covad should report this to the PMAP Help Desk at 1-888-462-8030.

- The difference between the LSR Count and the Total LSR Count is that the LSR count includes the specific ordering products by state or region and the Total LSR Count includes the total of all ordering products by state or region as shown in the ‘Ordering: Service Orders’ raw data file. The report is designed in this way to give the CLEC a percentage of rejected service requests both by product type and as a percentage of the total service requests.

### **Percent Repeat Troubles Within 30 Days**

Under this report, Covad has identified numerous UNE Other Design orders and as indicated above they are not ordering this type of service. This appears to be related to the issue described above concerning rejected service requests, which BellSouth is investigating. Upon completion of our investigation we will notify Covad of the results.



### **Customer Trouble Report Rate**

- As indicated above, we continue to investigate Covad's questions concerning 2-wire analog loop data reported for Covad. We will provide information on the resolution of this issue once our investigation is complete..
- Concerning Line Sharing disaggregation in the CTRR report, our investigation revealed conflicts with the way line sharing orders are being issued and line sharing troubles are being reported. According to the LCSC, when a line sharing order is issued, the CLEC data portion of the order is associated with Covad's ACNA or OVC. This is required to separate in the customer records the billing for the dial tone portion of the line and the data portion of the line. When a trouble is reported on a line sharing circuit, a unique numeric code is used to identify the data service. This code is associated with Covad's OCN of 7871 causing the troubles to be counted in the OCN portion in the CTRR, while the lines are counted in the ACNA portion of the CTRR. We have made a temporary change in the PMAP database for the July reporting month to group these troubles and lines together under the OCN to calculate a Customer Trouble Report Rate but we are continuing to work with the LCSC to determine a permanent solution.

### **Line Sharing**

Covad observed that the Line Sharing disaggregation was available for the Ordering and Maintenance reports but not available for the Provisioning reports. PMAP Line Sharing data was available to produce monthly performance reports for Ordering, and Maintenance & Repair for the May & June 2001 reporting periods. CLEC-specific Line Sharing data for the Provisioning reports was posted on July 23, 2001 for the June reporting month.

### **SQM Reports vs. MSS Reports**

The format for the SQM reports and the MSS reports are different, which is the reason why the discrepancy you believe you found is not a discrepancy at all. In your example using the Percent Missed Installation Appointment report, the 5.94% shown on the MSS GA June 2001 report represents BellSouth company missed appointments for Georgia for June. The data in the SQM report for PMIA shows the total misses (all reasons) as 8.99% and it shows the misses for end user reasons as 3.05%. In order to calculate the BellSouth Company misses on the SQM report, the user should subtract the sum of Total MA – End User MA (8.99% - 3.05% = 5.94%). Therefore, these reports do not contradict one another; they merely present the Missed Installation Appointment data in two different formats.

I am glad to address your questions and concerns regarding our Performance Measurement reporting. I hope these responses adequately address your questions. Please let me know if I can be of additional assistance.

Sincerely,

Original Signed by

**William N. Stacy**

William N. Stacy

Vice President – BellSouth Interconnection Services

COVAD "L" Appointment Code Study

SO_CMTT_CD	PON	SO_NBR	SO_CMTT_CD_DESC	ISSU_DT	CMPLTN_DT	DUE_DATE_ORIG	CMPLD_DUR	CLASS_SVC_DESC
	1291790*							
	1320843*							
	1339506*							
	1343428*							
L	1105809	CO6FR4V1	Customer Request Later Due Date	6/6/01	6/12/01	6/14/01	4	Unbundled ADSL loop
	1105809	CO6FR4V1		6/6/01	6/12/01	6/14/01	4	Unbundled ADSL loop
L	1117648	CO0VLLY7	Customer Request Later Due Date	6/12/01	6/26/01	6/27/01	12	UDC
	1117648	CO0VLLY7		6/12/01	6/26/01	6/27/01	12	UDC
L	1106882	COG08YT8	Customer Request Later Due Date	6/7/01	6/15/01	6/15/01	6	Unbundled ADSL loop
L	1080290	CO176HY1	Customer Request Later Due Date	5/21/01	6/5/01	6/5/01	12	UDC
L	1121823	COBBLDV1	Customer Request Later Due Date	6/12/01	6/26/01	6/26/01	12	UDC
L	1127678	CO4V3FV6	Customer Request Later Due Date	6/14/01	6/22/01	6/22/01	6	Unbundled ADSL loop
L	1110313	CO7JKTV3	Customer Request Later Due Date	6/4/01	6/12/01	6/12/01	6	Unbundled ADSL loop
L	1113174	CO99DCL9	Customer Request Later Due Date	6/5/01	6/20/01	6/20/01	13	UDC
L	1110175	CO5DR9P4	Customer Request Later Due Date	6/6/01	6/14/01	6/14/01	6	Unbundled ADSL loop
L	1106332	COB4FYT7	Customer Request Later Due Date	6/1/01	6/11/01	6/11/01	6	Unbundled ADSL loop
	1126531	CO9YL3J8		6/14/01	6/28/01	6/29/01	12	UDC
L	1126531	CO9YL3J8	Customer Request Later Due Date	6/14/01	6/28/01	6/29/01	12	UDC

\* These PONs provided by Covad were not in the PMAP Raw Data. Additional information is requested



# EXHIBIT 2

## EXHIBIT 2

CG-INTL-001

Issue 3b-December 2000

## CHAPTER 4.0 - Unbundled Network Elements

## 4.1 Unbundled Network Elements

The Unbundled Network Elements Interval Table consists of the following Terms and Definitions:

Term	Definition
Product	BellSouth product or service.
Quantity	Number of lines, trunks, circuits, or points
Standard Interval	The number of days required for provisioning of the requested service type. This is the number of days from the time the service order is entered into the service order processing system until the order is completed.
FOC Interval	The number of days from receipt of request to Firm Order Confirmation (FOC)

### Assumptions

1. These tables apply to all applicable ACT Types except ACT=D.
2. ACT=D Desired Due Date (DDD) should reflect the day that the CLEC is requesting service to be disconnected. Billing will be stopped as of the DDD.
3. For LSRs submitted electronically and qualifying for flow through/electronic processing the FOC will be returned the same business day.
4. (\*) Following Product means - Product requires a Service Inquiry which is required before submitting the LSR to the LCSC.
5. When FOC interval is not indicated and the LSR is submitted manually or electronically and requires manual intervention the FOC will be returned as follows: (a) LSR submitted before 10:00 am - same business day; (b) LSR submitted after 10:00 am - by next business day
6. The Before and After 10:00 am time indication is based on the time zone of the Center receiving the LSR.
7. Negotiated - The BellSouth Project Manager will negotiate with the New Service Provider, for all targeted intervals.

### DDD Calculation

1. For LSRs submitted electronically and qualifying for flow through/electronic processing, the CLEC should reflect the Standard Interval as the Desired Due Date (DDD).
2. For LSRs submitted manually or electronically that require manual intervention and no FOC Interval is indicated on the chart: (a) LSR submitted before 10:00 am - use standard interval for DDD; (b) LSR submitted after 10:00 am - add one day to standard interval to calculate DDD.
3. When an FOC interval is listed on the chart it should be added to the Standard interval when calculating the

DDD.

4. In all cases, a due date later than the standard interval can be selected as the DDD.

UNE Interval Table

Product	Quantity	Standard Interval	Targeted FOC Interval
Unbundled Loops			
2 Wire analog voice grade loop non-designed (SL1)	1-5	4 business days	See Assumption # 5
	6-14	6 business days	3 business days
	15+	Negotiated	Negotiated
2 Wire analog voice grade loop designed (SL2)	1-5	5 business days	See Assumption # 5
	6-14	7 business days	3 business days
	15+	Negotiated	Negotiated
4 Wire analog voice grade loop	1-5	5 business days	See Assumption # 5
	6-14	7 business days	3 business days
	15+	Negotiated	Negotiated
2 Wire ISDN digital loop	1-5	10 business days	See Assumption # 5
	6-14	12 business days	3 business days
	15+	Negotiated	Negotiated
Unbunded Digital Channel (UDC)	1-5	10 business days	See Assumption # 5
	6-14	12 business days	3 business days
	15+	Negotiated	Negotiated
4 Wire 2.4, 4.8, 9.6, 19.2, 56 OR 64 Kbps digital loop	1-5	5 business days	See Assumption # 5

	6-14	7 business days	3 business days
	15+	Negotiated	Negotiated
DS1 Loop	1	23 business days	7 business days
	2+	Negotiated	Negotiated
Dark Fiber	1+	Negotiated	Negotiated
Line Sharing	1-4 TNs	3 business days	See Assumption #5
	5-9 TNs	5 business days	See Assumption #5
	10 +	Negotiated	Negotiated
ADSL-2 Wire asymmetrical digital subscriber line loop*	1-5	5 business days	See Assumption #5
	6-14	7 business days	3 business days
	15+	Negotiated	Negotiated
HDSL-2 Wire & 4 Wire high bit rate digital subscriber line loop*	1-5	5 business days	See Assumption #5
	6-14	7 business days	3 business days
	15+	Negotiated	Negotiated
Unbundled Copper Loop*	1-5	5 business days	See Assumption #5
	6-14	7 business days	3 business days
	15+	Negotiated	Negotiated
Unbundled Network Terminating Wire*	1+	Negotiated	Negotiated
Loop Concentration (inside plant)			
Unbundled Loop Concentration (ULC) System*	1	Negotiated	Negotiated
Sub Loops (outside plant)			

Unbundled Sub-loop Distribution*	1+	Negotiated	Negotiated
Unbundled Sub-loop - INC*	1+	Negotiated	Negotiated
Network Interface Device (NID)			
NID to NID cross connect	1-5	5 business days	See Assumptions #5
	6-10	7 business days	3 business days
	11+	10 business days	5 business days
NID	1-5	5 business days	See Assumptions #5
	6-10	7 business days	3 business days
	11+	10 business days	5 business days
<b>Non Channelized Transport</b>			
Local Channel DS1*	1	23 business days	7 business days
Local Channel DS3 / STS1*	1	Negotiate	Negotiated
Local Loop DS1	1	23 business days	See Assumptions #5
	2 +	Negotiated	Negotiated
Local Loop DS3 / STS1*	1 +	Negotiated	Negotiated
Dedicated interoffice 2 wire / 4 wire voice grade	1-5	5 business days	See Assumptions #5
	6-14	7 business days	3 business days
	15 +	Negotiated	Negotiated
Dedicated interoffice DS0 IOF and loop	1-5	5 business days	See Assumptions #5
	6-14	7 business days	3 business days
	15 +	Negotiated	Negotiated

Dedicated interoffice DS1	1-5	20 business days	See Assumptions #5
	6-14	22 business days	3 business days
	15 +	Negotiated	Negotiated
Dedicated interoffice DS3 / STS1*	1-5	25 business days	See Assumptions #5
	6-14	27 business days	3 business days
	15 +	Negotiated	Negotiated
<b>Channelized Transport</b>			
Unbundled Channelization (MUX) DS1*	1-5	20 business days	See Assumptions #5
	6-14	22 business days	3 business days
	15 +	Negotiated	Negotiated
Unbundled Channelization (MUX) DS3 / STS1*	1-5	25 business days	See Assumptions #5
	6-14	27 business days	3 business days
	15 +	Negotiated	Negotiated
<b>Unbundled Local Switching (Port)</b>			
2 Wire-analog line port (Reqtyp F)	1-10	3 business days	See Assumptions #5
	11-25	5 business days	See Assumptions #5
	25+	Negotiated	Negotiated
<b>Enhanced Extended Links (EELs)</b>			
Voice Grade 2 Wire/4 Wire EELs	1-5	5 business days	See Assumptions #5



# EXHIBIT 3

**Local Service Request**

Administrative Section	CCNA	PON	VER	LSR NO	LOCQTY	HTQTY
	OVC	1110175 - 1520515			001	
AN		ATN	SC	PG OF	D/TSENT	DSPTCH
404-N22-0167		678-320-9455	LCSC	1 3	06-05-2001-0830AM	
DDD	APPTIME	DDDO	APPTIME	DFDT	PROJECT	
06-12-2001					UNE	
CHC	REQTYP	ACT	SUP EXP	AFO RTR	CC	NNSP ONSP AENG ALBR SCA
AB	N				7871	AGAUTH DATED
AUTHNUM		PORTTYP	ACTL	AI	APOT	LST
			DNWDGAMACMD			
NC	PBT	NCI	CHANNEL	SEC NCI	RPON	LSO TOS SPEC
LXR-		02QB9.00A		02DU9.00A		770391 1BF
LSP AUTH	LSP AUTHDATE	LSP AUTHNAME	LSPAN			RORD
						CIC CUST
						7871

Bill Section	BI1	BAN1	BI2	BAN2	ACNA	EBD	CNO	NRI
	L	404N220167167			OVC			
BILLNM			SBILLNM			TE	EBP	
COVAD COMMUNICATIONS						N		
STREET			FLOOR	ROOM				STATE
2330 CENTRAL EXPRESSWAY								CA
ZIP CODE	BILLCON		TEL NO		VTA			
95050	SANDRA TOWNES		408-844-7574-0000					

Contact Section	INIT	TEL NO					
	CHANTAL MARISTELA-WALIA	877-517-1884-0003					
EMAIL					FAX NO		
					705-691-4802		
STREET		FLOOR	ROOM/MAIL STOP			CITY	STATE
40 ELM STREET		2				SUDBURY	ON
ZIP CODE	IMPCON	TEL NO	PAGER				
P3C-1S8	LOOPACCEPT TEST	877-517-1884-0001					
ALT IMPCON		TEL NO	PAGER				
DSGCON		DRC	TEL NO	FAX NO			
CHANTAL MARISTELA-WALIA			877-517-1884-0003	705-691-4802			
EMAIL							
STREET		FLOOR	ROOM/MAIL STOP			CITY	
40 ELM STREET		2				SUDBURY	
STATE	ZIP CODE						
ON	P3C-1S8						

**Remarks** There must be no load coils on this loop





End User Information

Administrative Section	PON 1110175	VER	AN 404-N22-0167	ATN [REDACTED]	DQTY	PG 2	OF 3
------------------------	----------------	-----	--------------------	-------------------	------	---------	---------

Location and Access	LOCNUM	NAME	SAPR	SANO 6600	SASF	SASD	SATH	SASS
	000	[REDACTED]					[REDACTED]	[REDACTED]
	SASN	[REDACTED]						
	SADLO							

SADLO (Continued)	FLOOR	ROOM	BLDG	LCON
CITY	STATE	ZIP CODE		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]		
TEL NO	EUMI			
[REDACTED]				
ACC				

ACC (Continued)	WSOP	CPE MFRF	CPE MOD	ERL	IBT

Inside Wire	IWO	IWBAN	IWCON	TEL NO

Bill Section	EAN	EATN	FBI	BILLNM	FLOOR	ROOM
SBILLNM		STREET				
CITY		STATE	ZIP CODE	BILLCON		
TELNO		SSN				

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 Telephone number 202-434-8822



Loop Service

Administrative Section	VER	AN	ATN	LQTY	PG	OF
PON				001	3	3
1110175		404-N22-0167	[REDACTED]			

Service Details

LOCNUM	LNUM	LNA	CKR											TSP	
000	000	N													
SAN				ECCKT											
CFA									SYSTEM ID	CABLE ID					
										POVC1					
SHELF	SLOT	RELAY	RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ				
				162											
IWJK	IWJQ	IWJK	IWJQ	DISC	NBR	TER	TCOPT	TCTOPRI					TCTOSEC		
TCID	TCNAME							TCID	TCNAME						
TCPER		LEAN							LEATN						
LOCNUM	LNUM	LNA	CKR											TSP	
000	000	N													
SAN				ECCKT											
CFA									SYSTEM ID	CABLE ID					
										POVC1					
SHELF	SLOT	RELAY	RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ				
				162											
IWJK	IWJQ	IWJK	IWJQ	DISC	NBR	TER	TCOPT	TCTOPRI					TCTOSEC		
TCID	TCNAME							TCID	TCNAME						
TCPER		LEAN							LEATN						

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Service Inquiry

General Information:

UDL-2W/ADSL, UDL-2W/HDSL, UDL-4W/HDSL or UCL Service Inquiry

SI # (PON Num.) 1110175

Negotiator: UNE TEAM (E-mail Response To: CRSG UNE@bndge bellsouth.com) Fax 800-365-8101 Contact #: 205 321-7789

Customer Information:

CLEC Name COVAD COMMUNICATIONS Date SI Sent to CRSG 06-05-2001  
CLEC Contact Name CHANTAL MARISTELA-WALIA Customer Contact/Telephone number [REDACTED]  
CLEC Email CMARISTE@COVAD.COM Central Office (ACTL) DNWDGAMACMD  
User Service Address [REDACTED] Number of lines requested 1  
[REDACTED] Due Date/Requested Service Date 06-12-2001

(To be filled out by Account team/CRSG should SC job be required)  
Does the CLEC agree to SC quote billing?  YES (OSPE will prepare SC quote)  NO (OSPE will take no further action)  
Date CLEC contacted about SC quote billing: \_\_\_\_\_  
Actual Completion Date of OSPE EWO: \_\_\_\_\_ (OSPE to fill out and return to CRSG when EWO completes for options 3 & 4.)

OSPE to fill out and return to CRSG when EWO completes for options 3 & 4 )  
<sup>1</sup> Indicate the number of loops requested. Fill out one "CLEC Loop Request" section for each loop requested. Use Page 2 of SI for this purpose

CLEC Loop Request: (CLEC requests the following loops to the above address with the indicated Loop Modifications:

	Provide this loop	Provide ULM-LC <sup>2</sup>	Provide ULM-BT <sup>2</sup>	Existing CLEC FRNs <sup>3</sup>
UDL-2W/ADSL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
UDL-2W/HDSL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
UDL-4W/HDSL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
UCL/S-2W	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
UCL/S-4W	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
UCL/L-2W	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
UCL/L-4W	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

<sup>2</sup> Checking off ULM-LC will remove all load coils, checking ULM-BT will remove sufficient BT to bring the loop to loop specifications as published in TR73600. The CLEC may request that specific bridged taps be removed in the "Comments" section. The CLEC can use the makeup previously supplied via manual or mechanized process to indicate which taps to remove.  
<sup>3</sup> The CLEC will provide the FRNs previously obtained for loops to be modified. Four wire loops will have two FRNs. If this field is filled in the CLEC is requesting loop modifications to pairs previously reserved. OSPE will respond with number #3 below, possibly with #4 if SC is applicable.

Outside Plant Engineering Facility Reservation Pass: One of the following five selections must be filled out:

- 1  YES OSP Facilities are Available/reserved for 10 days FRN: \_\_\_\_\_  
Cable and Pair: \_\_\_\_\_
- 2  NO CANNOT PROVIDE, Check here if facilities are out of design range or in an area where copper pairs are not available and cannot be provided.
- 3  NOT Available but can be provided with a job, no special construction. Job Number: \_\_\_\_\_  
What is the expected completion interval of job after service order is rcvd. in SAC? (In Calendar Days)
- 4  NOT Available but can be provided with a job, special construction is applicable. <sup>4</sup>
- 5  Facilities are not immediately available, will supply by one of the following  CDP  LST  
(List facilities involved in Comments section.)

<sup>4</sup> Provide a description of the work required in the "Comments" section. The CLEC can use this information to determine if they want to pursue a quote of SC charges. If the CLEC agrees to the SC quote billing conditions, OSPE will return an "Authorization Letter" which will contain a detailed description of the work and the total billable amount. The completion interval and job number will be supplied on the job quote

Comments (describe work required on job, exceptions, etc )

Prepared by (Facility Engineer) \_\_\_\_\_ Telephone Number \_\_\_\_\_  
Return to Negotiator within 2 working days. Call negotiator if any delay is expected or incurred.

# EXHIBIT 4



The Internet as it should be™

## PREMIUM - Client Install Order 1314697

Client Order Info		Client Circuit Info	
Client Order Number:	1314697	Client Circuit Number:	100-977-591
Client Order Status:	Closed	Service:	TeleSpeed 192
Client Order Confirmation Date:		Central Office:	ALPRGAMA ACTL: JMD
Client Order Closed Date:	06/19/2001	CPE Provider:	Covad
Schedule Date Time:	06/19/2001 01:46 PM	CPE Type:	ENI SpeedStream 5851
Schedule Status:	COMPLETED	CPE Serial Number:	970288
Client Info		SMTP:	
Customer Name:	[REDACTED]	POP3:	
Affiliate Name:		HTTP:	
Company Name:	[REDACTED]	FTP:	
Contact Name:	[REDACTED]	TELNET:	
Street Address:	[REDACTED]	NNTP:	
City:	[REDACTED]	PPP Username:	
State:	[REDACTED]	PPP Password:	
ZIP:	[REDACTED]	PPP Domain name:	
Installation Phone:	[REDACTED]	ILEC:	Bell South
Office Telephone:	[REDACTED]	ILEC Assigned Circ #:	38 LXFU.500488 SB
E-Mail:	[REDACTED]	ILEC PON:	1105809
Location of Computer:		Cust Circuit Name:	[REDACTED]
Provisioning Info		DEMARC Info:	DMARC Feeder bloc, BP 6, tagged, in back room, obanos, 6/12/01
DSLAM Name:	ALPRGAMA-SLI	Network Configuration	
Pair:	27	Network Type:	IP w/routable LAN
Shelf:	1	Install Configuration:	STATIC
Card:	1	WAN	
Port:	6	Customer Router IP:	[REDACTED]
Tech:	SDSL (Diamond Lane)	Mask:	[REDACTED]
Cust PVC/DLCI to Client:	1385	Client Router IP:	[REDACTED]
CPE Password:	covadold	Routing Protocol:	[REDACTED]
Installation Info		Broadcast IP:	
Dwelling:	Commercial Building	Network Number:	[REDACTED]
Inside Wiring Authorized:	Yes	LAN	
NIC Installation Required:	No	Client Router IP:	[REDACTED]
Primary OS:	Unknown	Mask:	[REDACTED]
Location of NID:	Inside Premises	Routing Protocol:	[REDACTED]
Covad Install Date and Time:	06/19/2001 01:46 PM	Network Number:	[REDACTED]
Distance from CO:	13950	Test IP:	[REDACTED]
		DHCP	
		Use DHCP:	N
		DHCP Server IP:	
		FSE Info	
		FSE Assigned:	Donahue Johnson
		Mileage:	46
		Installation Ping Testing:	Network Operations Phone 882273638
		Time To Call:	
		Partner Customer Service:	Network Operations Phone 8007323960
		Time To Call:	

Client Order

				Customer Care -----AT&T Internet Services USE ONLY----- Covad Circuit Number 100-977-591 Customer PVC/DLCI to Client: 1 385
Tue Jun 12 2001 10:48:33 AM	OBANOS		Yes	Bell South called for test and acceptance of the loop. The loop meets Covad's required specifications. This order is ready for the Covad install, which will be scheduled within 2 business days. Covad Service Delivery
Tue Jun 12 2001 10:47:43 AM	OBANOS		No	Tech Greg #(Don't give out) and tester Todd called in for an acceptance test. Verified location and cable/pair info. Loop Passed. Saw Short Accepted loop. Confirmation #: 100977591OB Loop Length 12000 feet DMARC Feeder bloc, BP 6, tagged, in back room, obanos, 6/12/01
Fri Jun 08 2001 01:17:40 PM	KPIKE		No	I received a call from David at the CWIN Center stating that the contact number, [REDACTED] was not a valid contact number. He also tried a [REDACTED] number for the site (that he found in the Yellow Pages) and that number did not work either. I called the ISP contact, Brad Crane and left a message in regards to the need for valid contact information for this order. As per David (CWIN Center) valid contact information is needed by the end of Monday 11, 2001 or this order will be MA'd. I will commit for later today to await a response from Brad (ISP). If no response is heard from Brad by the end of June 12th than this order can be moved to long term facilities to further be cancelled as we are allowing that time frame for Brad Crane to respond. I moved the AWI from RUN LOOP TEST through to PLACE SUPP FOC (Agent ID=80666) Kyle Pike Covad Order Administration 1-877-517-1884 Option 3
Thu Jun 07 2001 05:22:19 AM	TWAY		Yes	We received a firm order commitment on 2001-06-07 05:21:39.0 from our vendor for the delivery of a new data line.
Thu Jun 07 2001 05:22:19 AM	BOSERVER		Yes	Email sent to partner, end user and affiliate (if applicable). Text of partner email as follows. Subject: 517842 FOC RECEIVED- [REDACTED] Covad Service Order 1314697 for [REDACTED] - Installation Information Body: We are pleased to inform you that we have received a committed delivery date from Bell South for the new data line. All previously received committed delivery dates, if any, should be considered canceled. Upon confirmation of successful delivery of the new data line by Bell South, Covad will schedule a date for the Covad technician to complete the DSL installation. Bell South Delivery Date: June, 14 2001 Covad DSL Order #: 1314697 Company: [REDACTED] Phone Box Location: Outside Premises. If the new data line is being installed in an apartment building or a multi-story structure, please notify your building management of the date (June, 14 2001) so that access to locked basements or locked phone closets can be arranged. If access to the phone box is restricted due to a fence or enclosure, access will need to be provided. The Bell South technician will not be able to complete delivery without this access. Please note that Bell South has all day to complete this installation and you may or may not physically see or hear from them while they are on-site. *****IMPORTANT***** If your local phone company is Bell Atlantic, GTE-Eastern Time Zone, or your phone box is inside, locked or otherwise inaccessible, then you or someone over the age of 18 are required to be present when the line is delivered by the phone company. Thank you, Covad Customer Care -----AT&T Internet Services USE ONLY----- Covad Circuit Number 100-977-591 Customer PVC/DLCI to Client: 1 385
Thu Jun 07 2001 05:21:40 AM	TWAY		Yes	The phone company will be delivering your DSL line on 06-14-2001. If your phone entry is inside of your premises, we need to have someone over the age of 18 available to allow the phone company technician access on that date. (Agent ID=80695) Covad Customer Care 1-888-GO-COVAD
Thu Jun 07 2001 05:21:30 AM	TWAY		No	06-07-2001 CC 7871 PON 1105809 ACCOUNT NUMBER 404N220167 VER 00 ORD CO6FR4V1 ORDER STATUS Pending Order PROCESSING STATUS Pending Work DD 20010614 CCNA OVC TEL NO-INIT 8775171884 REP LCSC FDT 1900 LORD CO6FR4V1 ORDER REMARKS PREQUAL IN LENS DOES NOT SHOW UNIT NUMBER, PER END-USER, UNIT NUMBER (SUITE 101) IS ACCURATE PLEASE BUILD INTO YOUR SYSTEM ----- Service Detail ----- LOCNUM 000 LNUM 00001 ECCKT 38 LXFU 500488 .SB CHAN PAIR 1 27 CABLE ID POVC1 We have received a FOC date for 06-14-2001 (Agent ID=80695) T Way Covad Order Administration 1-877-517-1884 Option 3
Wed Jun 06 2001 08:09:32 AM	POSBORNE		Yes	Your DSL line order has been placed with the Phone Company. We are expecting a response back from the Phone Company by 06-08-2001. If we do not receive an FOC date by that time, we will contact the Phone Company and update this log. Covad Customer Care (Agent ID=80573) 1-888-GO-COVAD
Wed Jun 06 2001 08:09:26 AM	POSBORNE		No	Acknowledgement Thank You! Purchase Order Number: 1105809 Version: 00 LSR was submitted to BellSouth on Wednesday, 06/06/2001 at 11:06 AM EDT Reservation Number 78710000EKE06062001 The Local Service Request was submitted electronically on 06-06-2001. PON: 1107936 VER 00 SUP 00 DDD-06-14-2001 Setting the commit date for 24 hours to check the status of this order. Paul H Osborne (Agent ID=80573) Covad Order Administration 1-877-517-1884 Option 3
Wed Jun 06 2001 07:41:30 AM	POSBORNE		No	Assembled Facility Status: WKG Segment 1 Cable Identifier: 10 Transmission: METAL Load Point Number: None Length: 9400 Bridge Tap Offset: 0 Segment 2 Cable Identifier: 181NS Transmission: METAL Length: 1800 Bridge Tap Offset: 0 Thank you for choosing Covad. Paul H. Osborne (Agent ID=80573) Covad Order Administration 1-877-517-1884 option 3
Wed Jun 06 2001 07:32:35 AM	POSBORNE		Yes	The installation address for this order was verified on June, 06 2001 07:32:35
Wed Jun 06 2001 07:31:53 AM	POSBORNE		No	Contacted the end user and the address is correct. There is no CSR. I will add the special instructions PREQUAL IN LENS DOES NOT SHOW UNIT NUMBER, PER END-USER, UNIT NUMBER IS ACCURATE. PLEASE BUILD INTO YOUR SYSTEM. Valid Address W907 THIS ADDRESS ALSO HAS LIVING UNITS WITH SUPPLEMENTAL ADDRESSES [REDACTED] Status W907--Similar Address Found 1 [REDACTED] NPA/TTA: 770475 CLLI: ALPRGAMA The CO is correct. I will abbreviate the city name in Eagle to ALPH Paul H. Osborne (Agent ID=80573) Covad Order Administration 1-877-517-1884 Option 3
Tue Jun 05 2001 01:16:59 PM	GBLACKL2		Yes	There has currently been no response to our request for further address information. (Agent ID=80860) Covad Customer Care 1-888-GO-COVAD
Tue Jun 05 2001 01:16:41 PM	GBLACKL2		No	I called Brad Crane and left another message for him to contact customer care at 1-888-462-6823, with the correct SUITE number. I will commit this for 4 hrs, to see if he returns our call. (Agent ID=80860) Grant Blacklock Covad Order Administration 1-877-517-1884 Option 3
Mon Jun 04 2001	TDECARU2		Yes	The following information regarding the address is incorrect or missing. The suite number does not match



# EXHIBIT 5



Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1117648 - 1330354 001  
 AN ATN SC PG OF D/TSNT DSPTCH  
 404-N22-0167 770-495-1411 LCSC 1 3 06-12-2001-0106pm  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 06-27-2001 UNE  
 CHC REQTYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORTTYP ACTL AI APOT LST LSO TOS SPEC  
 DLTHGAHS5MD 770476 1BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXT- 02QC5.OOS 02IS5  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220167167 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO  
 Section ANGEL WAY 877-517-1884-0003  
 EMAIL  
 STREET FLOOR ROOM/MAIL STOP FAX NO CITY STATE  
 40 ELM STREET 2 SUDBURY ON  
 ZIP CODE IMPCON TEL NO PAGER  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER  
 DSGCON DRC TEL NO FAX NO  
 ANGEL WAY 877-517-1884-0003 705-691-4802  
 EMAIL  
 STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks Providing IDSL service over an isdn/bri capable loop no spids available





### End User Information

Administrative Section	PON 1117648	VER	AN 404-N22-0167	ATN [REDACTED]	DQTY	PG 2	OF 3
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Location and Access	LOCNUM	NAME	SAPR	SANO	SASF	SASD	SATH	SASS
	000	[REDACTED]		[REDACTED]		E	[REDACTED]	
	SASN	[REDACTED]						
	SADLO							

SADLO (Continued)	FLOOR	ROOM	BLDG
CITY	STATE	ZIP CODE	LCON
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TEL NO	EUMI		
[REDACTED]			
ACC			

ACC (Continued)	WSOP	CPE MFRF	CPE MOD	ERL	IBT
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Inside Wire	IWO	IWBAN	IWCON	TEL NO
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Bill Section	EAN	EATN	FBI	BILLNM
SBILLNM		STREET	FLOOR	ROOM
CITY		STATE	ZIP CODE	BILLCON
TELNO		SSN		

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 Telephone number: 202-434-8822



# Loop Service

Administrative Section

PON

1117648

VER

AN

404-N22-0167

ATN

LQTY

001

PG

3

OF

3

Service Details

LOCNUM	LNUM	LNA	CKR							TSP		
000	000	N										
SAN												
CFA												
			ECCKT									
							SYSTEM ID		CABLE ID			
SHELF			SLOT		RELAY RACK		CHAN/PAIR JKCODE		JKNUM JKPOS JR		NIDR IWJK IWJQ	
IWJK IWJQ			IWJK IWJQ		096		DISC NBR		TER		TCOPT TCTOPRI	
TCID TCNAME											TCTOSEC	
TCPER			LEAN									
			LEATN									
LOCNUM LNUM LNA CKR										TSP		
SAN												
CFA												
			ECCKT									
							SYSTEM ID		CABLE ID			
SHELF			SLOT		RELAY RACK		CHAN/PAIR JKCODE		JKNUM JKPOS JR		NIDR IWJK IWJQ	
IWJK IWJQ			IWJK IWJQ		DISC NBR		TER		TCOPT		TCTOPRI	
TCID TCNAME											TCTOSEC	
TCPER			LEAN									
			LEATN									

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# EXHIBIT 6



The Internet as it should be.™

PREMIUM - Client Install Order 1315864

Client Order Info		Client Circuit Info	
Client Order Number:	1315864	Client Circuit Number:	100-978-429
Client Order Status:	Closed	Service:	TeleSpeed 192
Client Order Confirmation Date:		Central Office:	ATLNGABU ACTL: SMD
Client Order Closed Date:	06/26/2001	CPE Provider:	Covad
Schedule Date Time:	06/26/2001 12:07 PM	CPE Type:	ENI SpeedStream 5851
Schedule Status:	COMPLETED	CPE Serial Number:	963096
<b>Client Info</b>		<b>SMTP:</b>	
Customer Name:	[REDACTED]	<b>POP3:</b>	
Affiliate Name:		<b>HTTP:</b>	
Company Name:	[REDACTED]	<b>FTP:</b>	
Contact Name:	[REDACTED]	<b>TELNET:</b>	
Street Address:	[REDACTED]	<b>NNTP:</b>	
City:	[REDACTED]	<b>PPP Username:</b>	
State:	[REDACTED]	<b>PPP Password:</b>	
ZIP:	[REDACTED]	<b>PPP Domain name:</b>	
Installation Phone:	[REDACTED]	ILEC:	Beil South
Office Telephone:	[REDACTED]	ILEC Assigned Circ #:	38 LXFU 500505. SB
E-Mail:	[REDACTED]	ILEC PON:	
Location of Computer:		Cust Circuit Name:	[REDACTED]
<b>Provisioning Info</b>		<b>DEMARC Info:</b> Demarc:Back office in ceiling on RJ11C pos#6 & tagged/15 Jun/awh	
DSLAM Name:	ATLNGABU-SL1	<b>Network Configuration</b>	
Pair:	132	Network Type:	IP w/routable LAN
Shelf:	1	Install Configuration:	STATIC
Card:	20	<b>WAN</b>	
Port:	3	Customer Router IP:	[REDACTED]
Tech:	SDSL (Diamond Lane)	Mask:	[REDACTED]
Cust PVC/DLCI to Client:	1412	Client Router IP:	[REDACTED]
CPE Password:	covadold	Routing Protocol:	[REDACTED]
<b>Installation Info</b>		<b>Broadcast IP:</b>	
Dwelling:	Commercial Building	<b>Network Number:</b> [REDACTED]	
Inside Wiring Authorized:	Yes	<b>LAN</b>	
NIC Installation Required:	No	Client Router IP:	[REDACTED]
Primary OS:	Unknown	Mask:	[REDACTED]
Location of NID:	Inside Premises	Routing Protocol:	[REDACTED]
Covad Install Date and Time:	06/26/2001 12:07 PM	Network Number:	[REDACTED]
Distance from CO:	4590	Test IP:	[REDACTED]
		<b>DHCP</b>	
		Use DHCP:	N
		DHCP Server IP:	
		<b>FSE Info</b>	
		FSE Assigned:	Ronald Godwin
		Mileage:	12
		Installation Ping Testing:	Network Operations Phone: 8882373638
		Time To Call:	
		Partner Customer Service:	Network Operations Phone: 8007323960
		Time To Call:	

Client Order

Fri Jun 15 2001 12:16:56 PM	LOOPAPP	Run Loop Test	Yes	Email sent to partner, end user and affiliate (if applicable) Text of partner email as follows: Subject: 517748 Loop Test Failure- [REDACTED] Covad Service Order 1315864 for [REDACTED] We are sorry to inform you that the new data line, scheduled for delivery on June, 15 2001, is not passing Covad's quality testing. At this time, we are working to identify whether Bell South will need to re-dispatch to your location to repair the delivered line or if Covad needs to schedule a new delivery date for the data line. We are actively working with them to resolve the issue and we will notify A&T Internet Services of what the next steps will be to complete delivery of, or repair, your new data line. We regret that we have encountered a problem and want to assure you that we will expeditiously handle this issue so as to provide you with DSL as quickly as possible. If you have any particular questions, please contact [REDACTED]. Thank you, Covad Customer Care [REDACTED] USE ONLY [REDACTED] Covad Circuit Number: 100-978-429 Customer PVC/DLCI to Client: 1412
Mon Jun 11 2001 01:26:19 PM	DSUMMERS1		No	Sharon/BS called to verify cable and pair info due date and customer's address
Mon Jun 11 2001 01:25:58 PM	DSUMMERS1		Yes	Sharon/BS called to verify cable and pair info due date and customer's address. Tech is going out on June 15th
Fri Jun 08 2001 06:01:58 PM	TDECARU2		Yes	We received a firm order commitment on 2001-06-08 18:01:22.0 from our vendor for the delivery of a new data line
Fri Jun 08 2001 06:01:57 PM	TDECARU2		Yes	Email sent to partner, end user and affiliate (if applicable) Text of partner email as follows: Subject: 517748 FOC RECEIVED- [REDACTED] Covad Service Order 1315864 for Starbucks Coffee Company, 8204, Brad Crane - Installation Information Body: We are pleased to inform you that we have received a committed delivery date from Bell South for the new data line. All previously received committed delivery dates, if any, should be considered canceled. Upon confirmation of successful delivery of the new data line by Bell South, Covad will schedule a date for the Covad technician to complete the DSL installation. Bell South Delivery Date: June, 15 2001 Covad DSL Order #: 1315864 Company [REDACTED] Phone Box Location: Outside Premises If the new data line is being installed in an apartment building or a multi-story structure, please notify your building management of the date (June, 15 2001) so that access to locked basements or locked phone closets can be arranged. If access to the phone box is restricted due to a fence or enclosure, access will need to be provided. The Bell South technician will not be able to complete delivery without this access. Please note that Bell South has all day to complete this installation and you may or may not physically see or hear from them while they are on-site *****IMPORTANT***** If your local phone company is Bell Atlantic, GTE-Eastern Time Zone, or your phone box is inside, locked or otherwise inaccessible, then you or someone over the age of 18 are required to be present when the line is delivered by the phone company. Thank you, Covad Customer Care [REDACTED] USE ONLY [REDACTED] Covad Circuit Number: 100-978-429 Customer PVC/DLCI to Client: 1412
Fri Jun 08 2001 06:01:24 PM	TDECARU2		Yes	The phone company will be delivering your DSL line on 06-15-2001. If your phone entry is inside of your premises, we need to have someone over the age of 18 available to allow the phone company technician access on that date. (Agent ID=81323) Covad Customer Care 1-888-GO-COVAD
Fri Jun 08 2001 06:01:17 PM	TDECARU2		No	PON Version Due Date Order Status LSR Status 1106882 00 20010615 PD Pending CC 7871 PON 1106882 ACCOUNT NUMBER 404N220147 VER 00 ORD COG08YT8 ORDER STATUS Pending Order PROCESSING STATUS Pending Work DD 20010615 CCNA OVC TEL NO-INIT 8775171884 REP LCSC FDT 1900 LORD COG08YT8 Service Detail LOCNUM 000 LNUM 00001 ECCKT 38 LXFU.500505 SB CHAN PAIR 1 132 CABLE ID VOVC1 We have received a FOC date for 06-15-2001 (Agent ID=81323) Tina deCarufel Covad Order Administration 1-877-517-1884 Option 3
Thu Jun 07 2001 02:46:20 PM	LPERREAU		Yes	Your DSL line order has been placed with the Phone Company. We are expecting a response back from the Phone Company within 48 hours. If we do not receive an FOC date by that time, we will contact the Phone Company and update this log. Agent ID=81329 Covad Customer Care 1-800-GO-COVAD
Thu Jun 07 2001 02:46:05 PM	LPERREAU		No	(RESID) 787100001DJ06072001 Acknowledgement Thank You! Purchase Order Number: 1106882 Version: 00 LSR was submitted to BellSouth on Thursday, 06/07/2001 at 05:41 PM EDT. The Local Service Request for pon 1106882 was submitted ELECTRONICALLY with VER 00 and SUP # to the LCSC. The order was placed on JUNE 07 with a DDD of June 15, 2001. LINE PERREAULT COVAD Order Administration (Agent ID=81324) 1-877-517-1884 (option 3)
Thu Jun 07 2001 02:13:59 PM	LPERREAU		No	LOOP MAKE UP STATES SEGMENT 1 Assembled Facility Status.SP Cable Identifier: 40 Load Point Number: 0 Transmission: METAL Length: 0.08 + 1.75 + 0.22 + 0.21 = 2.26 Bridge Tap Offset: 1.64 + 1.74 = 3.38 SEGMENT 2 Cable Identifier: N/A Transmission: N/A Length: N/A Bridge Tap Offset: N/A Total Loop Length: 5.64 (Agent ID=81324) LINE PERREAULT Covad Order Administration 1-877-517-1884 Option 3
Tue Jun 05 2001 07:12:55 AM	JNADON3		Yes	Our carrier is continuing its facilities check. (Agent ID = 80716) COVAD Customer Care 1-888-GO-COVAD
Tue Jun 05 2001 07:12:48 AM	JNADON3		No	There was a system problem. Problem assigning pair java.lang.NullPointerException. null. I have sent this order to my lead for further investigation. (Agent ID=80716) J. Nadon Covad Order Administration 1-877-517-1884 option 3
Mon Jun 04 2001 01:03:30 PM	TDECARU2		No	I will commit this order for 12 hours since I cannot action it as verified. (Agent ID=81323) Tina deCarufel Covad Order Administration 1-877-517-1884 option 3
Mon Jun 04 2001 12:30:11 PM	TDECARU2		Yes	The installation address for this order was verified on June, 04 2001 12:30:11
Mon Jun 04 2001 12:29:38 PM	TDECARU2		Yes	The CO is correct. (Agent ID=81323) Covad Customer Care 1-888-GO-COVAD
Mon Jun 04 2001 12:29:32 PM	TDECARU2		Yes	Your End User's address has been qualified. The Loop order can now be placed with our vendor. (Agent ID=81323) Covad Customer Care 1-888-GO-COVAD
Mon Jun 04 2001 12:29:17 PM	TDECARU2		No	LA [REDACTED] YPH 018-90 [REDACTED] NPA/TTA: 404233 CLLI: ATLNGABU Valid Address 0000* COMPLETED SUCCESSFULLY [REDACTED] This address is valid. I will quick fix to abbreviate as per ICREF and to add the directional NE. The CO is correct. (Agent ID=81323) Tina deCarufel Covad Order Administration 1-877-517-1884 Option 3



# EXHIBIT 7



Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1121823 - 1355242 001  
 AN ATN SC PG OF D/TSENT DSPTCH  
 404-N22-0147 678-947-4119 LCSC 1 3 06-12-2001-0900AM  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 06-26-2001 UNE  
 CHC REQ TYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORT TYP ACTL AI APOT LST LSO TOS SPEC  
 CMGGAMA3MD 770887 2BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXT- 02QC5.OOS 02IS5  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220147147 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO  
 Section LINE PERREAULT 877-517-1884-0003  
 EMAIL FAX NO  
 LPERREAU@COVAD.COM 705-691-4802  
 STREET FLOOR ROOM/MAIL STOP CITY STATE  
 40 ELM STREET 2 SUDBURY ON  
 ZIP CODE IMPCON PAGER  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER

DSGCON DRC TEL NO FAX NO  
 LINE PERREAULT 877-517-1884-0003 705-691-4802  
 EMAIL  
 LPERREAU@COVAD.COM  
 STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks Providing IDSL service over an isdn/bri capable loop no spids available.

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# End User Information

Administrative Section	PON 1121823	VER	AN 404-N22-0147	ATN [REDACTED]	DQTY	PG 2	OF 3
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Location and Access							
LOCNUM	NAME	SAPR	SANO	SASF	SASD		
000	[REDACTED]		[REDACTED]				
SASN	[REDACTED]				SATH	SASS	
SADLO							

SADLO (Continued)	FLOOR	ROOM	BLDG				
CITY	STATE	ZIP CODE	LCON				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
TEL NO	EUMI						
[REDACTED]							
ACC							

ACC (Continued)							
WSOP	CPE MFRF	CPE MOD		ERL	IBT		

Inside Wire	IWO	IWBAN	IWCON	TEL NO
-------------	-----	-------	-------	--------

Bill Section	EATN	FBI	BILLNM		
EAN					
SBILLNM	STREET	FLOOR	ROOM		
CITY	STATE	ZIP CODE	BILLCON		
TELNO	SSN				

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# Loop Service

Administrative Section


PON 1121823	VER	AN 404-N22-0147	ATN [REDACTED]	LQTY 001	PG 3	OF 3
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## Service Details

LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												TSP
SAN														
CFA														
				SYSTEM ID CABLE ID										
SHELF SLOT RELAY RACK				POVC1										
IWJK IWJQ IWJK IWJQ				NIDR IWJK IWJQ										
TCID TCNAME				TCTOPRI										TCTOSEC
TCPER				TCID TCNAME										
				LEATN										
LEAN														
LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												TSP
SAN														
CFA														
				SYSTEM ID CABLE ID										
SHELF SLOT RELAY RACK				POVC1										
IWJK IWJQ IWJK IWJQ				NIDR IWJK IWJQ										
TCID TCNAME				TCTOPRI										TCTOSEC
TCPER				TCID TCNAME										
				LEATN										
LEAN														

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# EXHIBIT 8

 The Internet as it should be.™		PREMIUM - Client Install Order 1342567	
<b>Client Order Info</b>		<b>Client Circuit Info</b>	
Client Order Number:	1342567	Client Circuit Number:	100-994-100
Client Order Status:	Closed	Service:	TeleSpeed 384
Client Order Confirmation Date:		Central Office:	NRRCGAMA ACTL: DMD
Client Order Closed Date:	06/27/2001	CPE Provider:	Covad
Schedule Date Time:	06/27/2001 12:48 PM	CPE Type:	Netopia R7200-T
Schedule Status:	COMPLETED	CPE Serial Number:	8285560
<b>Client Info</b>		<b>SMTP:</b>	
Customer Name:	[REDACTED]	POP3:	
Affiliate Name:		HTTP:	
Company Name:	[REDACTED]	FTP:	
Contact Name:	[REDACTED]	TELNET:	
Street Address:	[REDACTED]	NNTP:	
City:	[REDACTED]	PPP Username:	
State:	[REDACTED]	PPP Password:	
ZIP:	[REDACTED]	PPP Domain name:	
Installation Phone:	[REDACTED]	ILEC:	Bell South
Office Telephone:	[REDACTED]	ILEC Assigned Circ #:	38 LXFU 500556..SB
E-Mail:	[REDACTED]	ILEC PON:	<del>1127678</del> 1127678
Location of Computer:		Cust Circuit Name:	[REDACTED]
<b>Provisioning Info</b>		<b>DEMARC Info:</b> Mod 8 block rear wall of suite pin 8 tagged	
DSLAM Name:	NRRCGAMA-SL1	<b>Network Configuration</b>	
Pair:	138	Network Type:	IP w/routable LAN
Shelf:	1	Install Configuration:	STATIC
Card:	22	<b>WAN</b>	
Port:	1	Customer Router IP:	[REDACTED]
Tech:	SDSL (Diamond Lane)	Mask:	[REDACTED]
Cust PVC/DLCI to Client:	2 372	Client Router IP:	[REDACTED]
CPE Password:	g6jdp5w	Routing Protocol:	[REDACTED]
<b>Installation Info</b>		<b>Broadcast IP:</b>	
Dwelling:	Unknown	<b>Network Number:</b> [REDACTED]	
Inside Wiring Authorized:	Yes	<b>LAN</b>	
NIC Installation Required:	No	Client Router IP:	[REDACTED]
Primary OS:	Unknown	Mask:	[REDACTED]
Location of NID:	Inside Premises	Routing Protocol:	[REDACTED]
Covad Install Date and Time:	06/27/2001 12:48 PM	Network Number:	[REDACTED]
Distance from CO:	14560	Test IP:	[REDACTED]
		<b>DHCP</b>	
		Use DHCP:	N
		DHCP Server IP:	
		<b>FSE Info</b>	
		FSE Assigned:	Omar Castillo
		Mileage:	15
		Installation Ping Testing:	DSL Support Phone 8772880636
		Time To Call:	12 AM to 12 AM

Client Order

			1342567 Company. [REDACTED] Phone Box Location. Inside Premises. If the new data line is being installed in an apartment building or a multi-story structure, please notify your building management of the date (June, 22 2001) so that access to locked basements or locked phone closets can be arranged. If access to the phone box is restricted due to a fence or enclosure, access will need to be provided. The Bell South technician will not be able to complete delivery without this access. Please note that Bell South has all day to complete this installation and you may or may not physically see or hear from them while they are on-site. *****IMPORTANT***** If your local phone company is Bell Atlantic, GTE-Eastern Time Zone, or your phone box is inside, locked or otherwise inaccessible, then you or someone over the age of 18 are required to be present when the line is delivered by the phone company. Thank you, Covad Customer Care [REDACTED] Covad Circuit Number: 100-994-100 Customer PVC/DLCI to Client: 2 372
Fri Jun 15 2001 06:44:28 AM	TWAY	No	06-15-2001 CC 7871 PON 1127678 ACCOUNT NUMBER 404N220147 VER 00 ORD CO4V3FV6 ORDER STATUS Pending Order PROCESSING STATUS Pending Work DD 20010622 CCNA OVOC TEL NO-INIT 8775171884 REP LCSC FDT 1900 LORD CO4V3FV6 ----- Service Detail ----- LOCNUM 000 LNUM 00001 ECKCT 38.LXFU 500556 .SB CHAN PAIR 1 138 CABLE ID POVC1 We have received a FOC date for 06-22-2001 (Agent ID=80695) T Way Covad Order Administration 1-877-517-1884 Option 3
Fri Jun 15 2001 06:43:57 AM	TWAY	Yes	The phone company will be delivering your DSL line on 06-22-2001. If your phone entry is inside of your premises, we need to have someone over the age of 18 available to allow the phone company technician access on that date. (Agent ID=80695) Covad Customer Care
Thu Jun 14 2001 03:45:44 PM	GBLACKL2	Yes	Your DSL line order has been placed with the phone company. We are expecting a response back from the phone company by 06-22-2001. If we do not receive an FOC date by that time, we will contact the phone company and update this log. (Agent ID=80860) Covad Customer Care
Thu Jun 14 2001 03:45:33 PM	GBLACKL2	No	00 - Successful Query [REDACTED] Reservation ID (RESID). 7871000013806142001 Acknowledgement Thank You! Purchase Order Number: 1127678 Version 00 LSR was submitted to BellSouth on Thursday, 06/14/2001 at 06:43 PM EDT. The Local Service Request for PON 1127678 were submitted with Version 00 Sup 0 Electronically on 06-14-2001 at 06:43 PM. The desired due date is set for 06-22-2001. Setting the commit date for 48 hours to check the CRSG report for the status of this order. (Agent ID=80860) Grant Blacklock Covad Order Administration 1-877-517-1884 Option 3
Thu Jun 14 2001 03:34:08 PM	GBLACKL2	No	SEGMENT 1 Assembled Facility Status:SP Cable Identifier: 29 Load Point Number:0 Transmission:METAL Length:12580 Bridge Tap Offset:11180 SEGMENT 2 Cable Identifier: 907 Transmission:METAL Length:460 Bridge Tap Offset:0 Total Loop Length:24220 (Agent ID=80860) Grant Blacklock Covad Order Administration 1-877-517-1884 Option 3
Thu Jun 14 2001 03:30:11 PM	GBLACKL2	Yes	Your End User's address has been qualified. The Loop order can now be placed with our vendor. (Agent ID=80860) Covad Customer Care
Thu Jun 14 2001 03:30:01 PM	GBLACKL2	Yes	The following info was changed about the order to qualify it: I did a quick fix and added Suit A, and the directional NW, also abbreviated the city from Norcross to NORC. (Agent ID=80860) Covad Customer Care
Thu Jun 14 2001 03:29:00 PM	GBLACKL2	No	Valid address found in ICREF, and LENS, along with the CSR. Valid Address Found 1 [REDACTED] SUCCESSFULLY [REDACTED] CLLI: NRCRGAMA Valid Address 0000 COMPLETED [REDACTED] CSR. SA [REDACTED] The CO is also correct. (Agent ID=80860) Grant Blacklock Covad Order Administration 1-877-517-1884 Option 3
Thu Jun 14 2001 03:25:45 PM	GBLACKL2	Yes	The installation address for this order was verified on June, 14 2001 03:25:45
Thu Jun 14 2001 02:58:30 PM	BATCHTRIGGER	Yes	We received your DSL installation order on June, 14 2001 02:58:30 and have begun to process the order according to your specifications. Should there be any delay in fulfilling your order, we will promptly notify you.
Thu Jun 14 2001 02:58:29 PM	system	Yes	Email sent to partner, end user and affiliate (if applicable). Text of partner email as follows: Subject: u75548 COVAD ORDER ACCEPTED-Covad Service Order 1342567 for [REDACTED] Please review the order information below. If any of the information is incorrect, please reply to this email with the correct information to ensure there is no delay in processing this user's order. Covad DSL Order #: 1342567 Installation Address: [REDACTED] Service Type: TeleSpeed 384 There are two steps to the DSL installation process: 1. Bell South will deliver the DSL service with a second data line. This line is needed to support the Covad DSL service. This data line will be a completely new line to the home provided to Covad by Bell South. An ILEC technician will need to visit the end user location to connect this new second line with the end user's phone box. If the new data line is being installed in an apartment building or a multi-story structure, please notify the building management that access to locked basements or locked phone closets may be necessary. We will inform you once Bell South gives us a date for delivery of the new data line. If access to the phone box is restricted due to a fence or enclosure, access may need to be provided. The Bell South technician may not be able to complete delivery without this access. Please note that Bell South has all day to complete this installation and you may or may not physically see or hear from them while they are on-site. *****IMPORTANT***** If your local phone company is Bell Atlantic, GTE-Eastern Time Zone, or your phone box is inside, locked or otherwise inaccessible, then you or someone over the age of 18 are required.

[Loop Test History](#)  
[Workitem History](#)  
[Admin Close Info](#)

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# EXHIBIT 9



The Internet as it should be™

PREMIUM - Client Install Order 1320895

Client Order Info		Client Circuit Info	
Client Order Number:	1320895	Client Circuit Number:	100-980-931
Client Order Status:	Closed	Service:	TeleSpeed 192
Client Order Confirmation Date:		Central Office:	DGVLGAMA ACTL: 3MD
Client Order Closed Date:	06/28/2001	CPE Provider:	Covad
Schedule Date Time:	06/28/2001 08 00 AM	CPE Type:	Netopia R7200-T
Schedule Status:	COMPLETED	CPE Serial Number:	8395700
<b>Client Info</b>		<b>SMTP:</b>	
Customer Name:	[REDACTED]	<b>POP3:</b>	
Affiliate Name:	[REDACTED]	<b>HTTP:</b>	
Company Name:	[REDACTED]	<b>FTP:</b>	
Contact Name:	[REDACTED]	<b>TELNET:</b>	
Street Address:	[REDACTED]	<b>NNTP:</b>	
City:	[REDACTED]	<b>PPP Username:</b>	
State:	[REDACTED]	<b>PPP Password:</b>	
ZIP:	[REDACTED]	<b>PPP Domain name:</b>	
Installation Phone:	[REDACTED]	<b>ILEC:</b> Bell South	
Office Telephone:	[REDACTED]	<b>ILEC Assigned Circ #:</b> 38LXFU500475SB	
E-Mail:	[REDACTED]	<b>ILEC PON:</b> 1110313	
Location of Computer:	[REDACTED]	<b>Cust Circuit Name:</b> [REDACTED]	
<b>Provisioning Info</b>		<b>DEMARC Info:</b> inside phone 1st floor - rj45 - tagged	
DSLAM Name:	DGVLGAMA-SLI	<b>Network Configuration</b>	
Pair:	12	<b>Network Type:</b> IP w/NAT	
Shelf:	1	<b>Install Configuration:</b> STATIC	
Card:	3	<b>WAN</b>	
Port:	4	<b>Customer Router IP:</b> [REDACTED]	
Tech:	SDSL (Diamond Lane)	<b>Mask:</b> [REDACTED]	
Cust PVC/DLCI to Client:	0.1213	<b>Client Router IP:</b> [REDACTED]	
CPE Password:	password	<b>Routing Protocol:</b> [REDACTED]	
<b>Installation Info</b>		<b>Broadcast IP:</b>	
Dwelling:	Commercial Building	<b>Network Number:</b> [REDACTED]	
Inside Wiring Authorized:	Yes	<b>LAN</b>	
NIC Installation Required:	No	<b>Client Router IP:</b> [REDACTED]	
Primary OS:	Unknown	<b>Mask:</b> [REDACTED]	
Location of NID:	Inside Premises	<b>Routing Protocol:</b> [REDACTED]	
Covad Install Date and Time:	06/28/2001 08.00 AM	<b>Network Number:</b> [REDACTED]	
Distance from CO:	9650	<b>Test IP:</b> [REDACTED]	
		<b>DHCP</b>	
		<b>Use DHCP:</b> Y	
		<b>DHCP Server IP:</b>	
		<b>FSE Info</b>	
		<b>FSE Assigned:</b> Donahue Johnson	
		<b>Mileage:</b> 50	
		<b>Installation Ping Testing:</b> [REDACTED] Phone [REDACTED]	
		<b>Time To Call:</b>	
		<b>Partner Customer Service:</b> [REDACTED] Phone [REDACTED]	
		<b>Time To Call:</b>	

				considered canceled and rescheduled to this date. Covad DSL Service Date: 6/19/2001 between 8:00 a.m. and 12:00 p.m. Order Number: 1320895 Company: Golds Gym, Hospital Dr. Name: Tom Proulx Address: 8741 Hospital Dr DGLSVL, GA 30134 A Covad technician will bring the new data line in from the phone box to the room or office where you wish to have the DSL modem installed. Access to these locations is required for a successful installation. If the new data line is being installed in an apartment building or a multi-story structure, please notify your building management of this date so that access to locked basements or locked phone closets can be arranged. The Covad technician will perform the following: 1. Connect the new data line to where you have specified the DSL modem to be installed. This may require inside wiring to be performed. 2. Configure the DSL modem and test with MegaPath Networks, Inc. for access to the internet using the Covad technician's laptop. 3. Connect the configured DSL modem to the newly installed data jack. The Covad DSL service appointment generally requires 2 hours. Please contact MegaPath Networks, Inc. if you have questions or concerns. Or reply to this email if this date is not convenient. Thank you, Covad Customer Care -----MegaPath Networks, Inc. USE ONLY----- Covad Circuit Number: 100-980-931 Customer PVC/DLCI to Client: 0 1213
Tue Jun 12 2001 11:25 11 AM	SYSPROV		No	Provisioning succeeded. Request id: 1413357
Tue Jun 12 2001 08:58:07 AM	CATHOMPS		Yes	We received a firm order commitment on 2001-06-12 09:59:59 0 from our vendor for the delivery of a new data line.
Tue Jun 12 2001 08:58:06 AM	CATHOMPS		Yes	Email sent to partner, end user and affiliate (if applicable). Text of partner email as follows: Subject: CUSTOMER_BILLING_CODE FOC RECEIVED- [REDACTED] Covad Service Order 1320895 for [REDACTED] Installation Information Body: We are pleased to inform you that we have received a committed delivery date from Bell South for the new data line. All previously received committed delivery dates, if any, should be considered canceled. Upon confirmation of successful delivery of the new data line by Bell South, Covad will schedule a date for the Covad technician to complete the DSL installation. Bell South Delivery Date: June, 12 2001 Covad DSL Order #: 1320895 Company: [REDACTED] Phone Box Location: Inside Premises. If the new data line is being installed in an apartment building or a multi-story structure, please notify your building management of the date (June, 12 2001) so that access to locked basements or locked phone closets can be arranged. If access to the phone box is restricted due to a fence or enclosure, access will need to be provided. The Bell South technician will not be able to complete delivery without this access. Please note that Bell South has all day to complete this installation and you may or may not physically see or hear from them while they are on-site. *****IMPORTANT***** If your local phone company is Bell Atlantic, GTE-Eastern Time Zone, or your phone box is inside, locked or otherwise inaccessible, then you or someone over the age of 18 are required to be present when the line is delivered by the phone company. Thank you, Covad Customer Care -----MegaPath Networks, Inc. USE ONLY----- Covad Circuit Number: 100-980-931 Customer PVC/DLCI to Client: 0 1213
Tue Jun 12 2001 08:55:37 AM	CATHOMPS		Yes	Bell South called for test and acceptance of the loop. The loop meets Covad's required specifications. This order is ready for the Covad install, which will be scheduled within 2 business days. Covad Service Delivery.
Tue Jun 12 2001 08:54:52 AM	CATHOMPS		No	Tested with Ty/loc and Jason/fst at DMARC. 1st test passed at 11900 feet, 2nd test the hard short was seen, 3rd test passed. Loop accepted. DMARC inside phone 1st floor - rj45 - tagged fb/sd Carolyn
Tue Jun 12 2001 08:19:31 AM	JSPRIGGS		No	The name [REDACTED] is an affiliate of the ISP not Gold's Gym. The office manager is [REDACTED] and he is the individual in charge of the service being installed at this address. JLS
Tue Jun 12 2001 08:17:22 AM	JSPRIGGS		Yes	Bell South has referred this order to their Central Office department for the wiring to be completed. This issue normally takes 3 business days to resolve. We will update the log as soon as additional info becomes available. Covad Service Delivery.
Tue Jun 12 2001 08:16:40 AM	JSPRIGGS		No	open in - Tue Jun 12 11:15:31 PDT 2001 RESULT FAILED - Open in Length: 627 ft Noise to Ground: 61.8 Unbalance: 0% Metallic Noise: 10.600 Capacitance: 0.005 uF Noise Balance: Load Coils: No Termination Type: OPEN Electronics: No IDSL: No Result Summary: OPEN IN Dispatch: MDF (No Bell Seen) DC AC KOHMS VOLTS KOHMS VOLTS T-R: 9999 0 9999 0 T-G: 9999 0 9999 0 R-G: 9999 0 9999 0
Mon Jun 11 2001 10:28:54 AM	KDUBREUI		Yes	The address for this order is correct, however we are awaiting a valid contact name. When a response is received the order will be resubmitted to the phone company for a new FOC date (Agent ID=81023) Covad Customer Care 1-888-GO-COVAD
Mon Jun 11 2001 10:27:29 AM	KDUBREUI	Receive Supp FOC FOC	Yes	The installation address provided on your order is invalid. To prevent delay in processing your order, please contact [REDACTED] via email [REDACTED] or by phone at 770-949-7507 to obtain the correct address information. We recommend the use of the address noted on the telephone bill to be used for the installation address.
Mon Jun 11 2001 10:27:29 AM	KDUBREUI	Receive Supp FOC FOC	Yes	Email sent to partner, end user and affiliate (if applicable). Text of partner email as follows: Subject: CUSTOMER_BILLING_CODE Covad Service Order 1320895 for [REDACTED] ORDER PROBLEM Body: We're sorry to inform you that we are having difficulty processing your DSL order. The address you provided us cannot be found in Bell South's database. Therefore, we have not been able to arrange for the delivery of the new data line required to support your DSL request. To help us speed up the processing of your order, please reply to this email and send us the address shown on your telephone bill. It is CRITICAL that this information matches EXACTLY the address as it appears on your Local Telephone bill, including exact replications of any abbreviations and punctuation used. If the billing address is not the same as where you have the phone service, you should validate with Bell South your service address. Please act quickly, since your order will be cancelled if the address information is not corrected within 10 days from the date this email was sent. Thank you in advance for your assistance, Covad Customer Care
Mon Jun 11 2001 10:26:57 AM	KDUBREUI		No	I have spoken with Tamara at Bell South, who has informed me that this order was nowhere to be found in their system. I then asked her to check if she could find it using the Order # CO7JKTV3. She put me on hold for an excessive period of time and when she returned she informed me that she



				was unable to locate it in any of their tracking systems, although she did find it she could not tell if a SUPP had been submitted. She then informed me that their Clerical department would be able to help me better. There I spoke Alecia, and she informed me that they have not received a supplementary order for this Pon. Therefore, when supping this order we will need to do so with a VER 01 Agent ID=81023) Kim Dubreuil Covad Order Administration 1-877-517-1884 Option 3
Mon Jun 11 2001 10:10:05 AM	KDUBREUI		No	PON Version Due Date Order Status LSR Status 1110313 00 20010612 MA Jeopardy CC 7871 PON 1110313 ACCOUNT NUMBER 404N220147 VER 00 ORD CO7JKTV3 ORDER STATUS MISSED APPOINTMENT ORDER PROCESSING STATUS Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA Condition DD 20010612 CCNA OVC TEL NO-INIT 8775171884 REP LCSC FDT 1900 LORD CO7JKTV3 ----- Service Detail ----- LOCNUM 000 LNUM 00001 ECCKT 38.LXFU 500475 SB CHAN PAIR 1 12 CABLE ID POVCI ----- ----- Once we receive a valid contact name we can resubmit the order to the phone company Agent ID=81023) Kim Dubreuil Covad Order Administration 1-877-517-1884 Option 3
Mon Jun 11 2001 10:06 19 AM	KDUBREUI		Yes	I have spoken with Tom (ISP), who has informed me that the end user is now aware of the order. I then asked if he could provide us with an onsite contact name. He was not able to do so at the time since he was not in his office, however he has provided us with his e-mail address and asked that we send him an e-mail to remind him that we were in need of this information to continue processing his order. I will send the following e-mail ----- - Order #1320895 Dear Tom, I have sent this e-mail to remind you that we need to obtain a valid onsite contact name to provide to the phone company. Please reply to this e-mail as soon as possible so that we may resubmit the order to the phone company for a new firm order commitment. Your prompt attention to this matter will be greatly appreciated. Thank you, Agent ID=(81023) Covad Customer Care 1-888-GO-COVAD
Mon Jun 11 2001 10:04 10 AM	KDUBREUI		No	I have spoken with Tom Proulx (ISP), who has informed me that the end user is now aware of the order. I then asked if he could provide us with an onsite contact name. He was not able to do so at the time since he was not in his office, however he has provided me with his e-mail address [REDACTED] and asked that we send him an e-mail to remind him that we were in need of this information to continue processing his order. I will send the following e-mail ----- ----- Order #1320895 Dear Tom; I have sent this e-mail to remind you that we need to obtain a valid onsite contact name to provide to the phone company. Please reply to this e-mail as soon as possible so that we may resubmit the order to the phone company for a new firm order commitment. Your prompt attention to this matter will be greatly appreciated. Thank you, Kim Dubreuil Agent ID=(81023) Covad Customer Care 1-888-GO-COVAD ----- Agent ID=81023) Kim Dubreuil Covad Order Administration 1-877-517-1884 Option 3
Fri Jun 08 2001 07:58:30 AM	KEWALKER		No	Ty from the BS Cwin called to see if this order needs to be cancelled. I told him to leave the order in MA. We are waiting to contact the eu.
Thu Jun 07 2001 06:49:13 PM	TGORDON2		No	I can not place this order since the ISP has not got back to us on a new valid contact name. I can not call the ISP since it is after 9 pm. I will commit this order for morning so someone can call the ISP and see if we can get a valid contact name. (Agent ID=81333) Terry Gordon Order Administration 1-877-517-1884 Option 3
Thu Jun 07 2001 04:40:56 AM	TPILLOTE		Yes	BellSouth has contacted us and informed us that they have gotten ahold of your end user and they stated that they were unaware of this order. We have spoke with you recently in regards to this matter and still have not received the required information to keep this order processing. Could you please contact your end user and provide us with the following by end of business today or BellSouth has informed us that they will place this order in MA (missed appointment) status and the FOC date scheduled for June 12, 2001 will no longer be valid. - valid contact name and number - a time frame at which this number can be called in order to contact Ronald Robinson. All information can be sent to customercare@covad.com or contact us at our customer care number 1-888-GO-COVAD. I would like to thank you in advance for your time. (Agent ID=80667) Covad Customer Care 1-888-GO-COVAD
Thu Jun 07 2001 04:37:51 AM	TPILLOTE		No	Received a call from Pam from the CWIN center regarding this contact information. She said that the TOM she spoke with at the site number listed in Eagle was not aware of this order. I researched the logs and found that the ISP has been contacted and we have not received a new contact name as of yet. Pam said she would place this order in MA status at end of business today if we do not get them another contact name. If we do get contact information please contact Pam at 404-541-4143 (extension 5742). I will E-mail the ISP again as it is too early to call anyone at this time (7:35 AM) - see next external log for E-mail sent. I will move this order from run loop test to place supp foc and commit for 2 hours to continue to try to get a valid contact name and number or to check for a reply from the ISP. PLEASE NOTE THAT THIS ORDER WAS PLACED ELECTRONICALLY. Commit set for 2 hours. (Agent ID=80667) Tammy-lynn Pilote Covad Order Administration 1-877-517-1884 Option 3
Thu Jun 07 2001 04:19:33 AM	JBURKE		Yes	We received a firm order commitment on 2001-06-07 04:18:50.0 from our vendor for the delivery of a new data line.
Thu Jun 07 2001 04:19:31 AM	JBURKE		Yes	Email sent to partner, end user and affiliate (if applicable). Text of partner email as follows: Subject: CUSTOMER_BILLING_CODE FOC RECEIVED ----- Covad Service Order 1320895 for [REDACTED] Installation Information Body We are pleased to inform you that we have received a committed delivery date from Bell South for the new data line. All previously received committed delivery dates, if any, should be considered canceled. Upon confirmation of successful delivery of the new data line by Bell South, Covad will schedule a date for the Covad technician to complete the DSL installation. Bell South Delivery Date: June, 12 2001 Covad DSL Order # 1320895 Company [REDACTED] Phone Box Location: Inside Premises. If the new data line is being installed in an apartment building or a multi-story structure, please notify your building management of the date (June, 12 2001) so that access to locked basements or locked phone closets can be arranged. If access to the phone box is restricted due to a fence or enclosure, access will need to be provided. The Bell South technician will not be able to complete delivery without this access. Please note that Bell South has all day to complete this installation and you may

				or may not physically see or hear from them while they are on-site *****IMPORTANT***** If your local phone company is Bell Atlantic, GTE-Eastern Time Zone, or your phone box is inside, locked or otherwise inaccessible, then you or someone over the age of 18 are required to be present when the line is delivered by the phone company Thank you, Covad Customer Care -----MegaPath Networks, Inc USE ONLY----- --- Covad Circuit Number 100-980-931 Customer PVC/DLCI to Client 0.1213
Thu Jun 07 2001 04:18:48 AM	JBURKE		Yes	The phone company will be delivering your DSL line on 06-12-2001. If your phone entry is inside of your premises, we need to have someone over the age of 18 available to allow the phone company technician access on that date. (Agent ID=80313) Covad Customer Care 1-888-GO-COVAD
Thu Jun 07 2001 04:18:42 AM	JBURKE		No	We received an FOC date via LENS. CC 7871 PON 1110313 ACCOUNT NUMBER 404N220147 VER 00 ORD C07JKTV3 ORDER STATUS Pending Order PROCESSING STATUS Pending Work DD 20010612 CCNA OVC TEL NO-INIT 8775171884 REP LCSC FDT 1900 LORD C07JKTV3 ----- Service Detail ----- LOCNUM 000 LNUM 00001 ECCKT 38.LXFU 500475.SB CHAN PAIR 1 12 CABLE ID POVCI (Agent ID=80313) Jessica Burke Covad Order Administration 1-877-517-1884 Option 3
Wed Jun 06 2001 06:37:28 AM	CYABAR		No	since I do not have access to obtain circuit I could not input new foc date
Wed Jun 06 2001 06:36:59 AM	CYABAR		No	Bell south loc tech Ty called to confirm commit date of June 12, I verified address and cable pair information
Wed Jun 06 2001 04:57:11 AM	KPIKE		No	PON Version Due Date Order Status LSR Status 1110313 00 20010612 PD Pending This order is in PENDING status in LENS and we are awaiting the valid contact information. (Agent ID=80666) Kylie Pike Covad Order Administration 1-877-517-1884 Option 3
Wed Jun 06 2001 04:52:04 AM	KPIKE		No	It is too early to make any calls now, so I will commit this order for after 9:00am. We need to obtain the correct on-site contact information for this order. (Agent ID=80666) Kylie Pike Covad Order Administration 1-877-517-1884 Option 3
Tue Jun 05 2001 01:53:21 PM	ACHARLES		No	I received a call from PAM of the CWIN CENTRE OF BELL SOUTH concerning this order PON #1110313. PAM told me that she called the END USER [REDACTED] at [REDACTED] and he did not know what she was talking about and he asked their COMPUTER TECHNICIAN and he also was not aware of the ORDER. I called the ISP [REDACTED] and spoke to JAMES and told him the problem. I was hung up on after being put on hold for a minute. I called back MEGAPATH and was able to speak to JAMES again, he said that [REDACTED] was a reseller and gave me an alternate number [REDACTED]. I told him that we should have an ON-SITE CONTACT. He said that I should talk to TOM to find an ON-SITE CONTACT. I was not able to reach [REDACTED] at the [REDACTED] after a few rings it automatically went busy. I called back again and the same thing happened. I called JAMES back and told him what happened. He said he dialed the number and it was the voicemail. I called the number and left a message for TOM to call customer care and leave an ON-SITE contact. We need to call [REDACTED] to see if we can get through to him and he can give us an ON-SITE CONTACT. Anthea Charles (Agent ID=80660) Covad Order Administration 1-877-517-1884 option 3
Mon Jun 04 2001 11:26:53 AM	JBURKE		Yes	Your DSL line order has been placed with the phone company. We are expecting a response back from the phone company by 06-06-2001. If we do not receive an FOC date by that time, we will contact the phone company and update this log. (Agent ID=80313) Covad Customer Care 1-888-GO-COVAD
Mon Jun 04 2001 11:26:48 AM	JBURKE		No	The loop order has been submitted through LENS electronically. Acknowledgement Thank You! Purchase Order Number: 1110313 Version: 00 Reservation ID: 7871000045606042001 LSR was submitted to BellSouth on Monday, 06/04/2001 at 02:26 PM EDT. The desired due date is set for 06-12-2001. Setting the commit time for 48 hours to check the status of this order. (Agent ID=80313) Jessica Burke Covad Order Administration 1-877-517-1884 option 3
Mon Jun 04 2001 11:21:15 AM	JBURKE		Yes	The installation address for this order was verified on June, 04 2001 11:21:15
Mon Jun 04 2001 11:19:05 AM	JBURKE		Yes	The Central Office is correct. (Agent ID=80313) Covad Customer Care 1-888-GO-COVAD
Mon Jun 04 2001 11:18:59 AM	JBURKE		Yes	Your end user's address has been qualified. The loop order can now be placed with our vendor. (Agent ID=80313) Covad Customer Care 1-888-GO-COVAD
Mon Jun 04 2001 11:18:52 AM	JBURKE		No	The end user's service address validates in both LENS and ICREF. Valid Address 0000 COMPLETED SUCCESSFULLY [REDACTED] Status Valid Address Found 1 [REDACTED] A/TTA 770942 CLL1 DGVLGAMA The Central Office is correct. CLL1: DGVLGAMA94F NPA 770 NXX(TTA) 942 (Agent ID=80313) Jessica Burke Covad Order Administration 1-877-517-1884 option 3
Fri Jun 01 2001 05:07:23 PM	BATCHTRIGGER		Yes	We received your DSL installation order on June, 01 2001 05:07:23 and have begun to process the order according to your specifications. Should there be any delay in fulfilling your order, we will promptly notify you.
Fri Jun 01 2001 05:07:22 PM	system		Yes	Email sent to partner, end user and affiliate (if applicable). Text of partner email as follows: Subject: CUSTOMER BILLING CODE COVAD ORDER ACCEPTED-Covad Service Order 1320895 for [REDACTED] Body: Partner: [REDACTED] Please review the order information below. If any of the information is incorrect, please reply to this email with the correct information to ensure there is no delay in processing this user's order. Covad DSL Order # 1320895 Installation Address [REDACTED] Installation Phone No [REDACTED] Service Type: TeleSpeed 192 There are two steps to the DSL installation process: 1. Bell South will deliver the DSL service with a second data line. This line is needed to support the Covad DSL service. This data line will be a completely new line to the home provided to Covad by Bell South. An ILEC technician will need to visit the end user location to connect this new second line with the end user's phone box. If the new data line is being installed in an apartment building or a multi-story structure, please notify the building management that access to locked basements or locked phone closets may be necessary. We will inform you once Bell South

# EXHIBIT 10



Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1113174 - 1524418 001  
 AN ATN SC PG OF D/TSENT DSPTCH  
 404-N22-0147 770-218-3732 LCSC 1 3 06-05-2001-1100AM  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 06-20-2001 UNE  
 CHC REQ TYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORT TYP ACTL AI APOT LST LSO TOS SPEC  
 MRTTGAMAJMD 770422 1BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXT- 02QC5.OOS 02IS5  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220147147 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO FAX NO  
 Section JESSICA BURKE 877-517-1884-0003 705-691-4802  
 EMAIL

STREET FLOOR ROOM/MAIL STOP CITY STATE  
 40 ELM STREET 2 SUDBURY ON  
 ZIP CODE IMPCON TEL NO PAGER  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER

DSGCON DRC TEL NO FAX NO  
 JESSICA BURKE 877-517-1884-0003 705-691-4802  
 EMAIL

STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks Providing IDSL service over an isdn/bri capable loop no spids available.



# End User Information

Administrative Section	PON 1113174	VER	AN 404-N22-0147	ATN [REDACTED]	DQTY	PG 2	OF 3
------------------------	----------------	-----	--------------------	-------------------	------	---------	---------

Location and Access	LOCNUM	NAME	SAPR	SANO 2078	SASF	SASD	SASN [REDACTED]	SATH [REDACTED]	SASS [REDACTED]
	000	[REDACTED]							

SADLO (Continued)	FLOOR	ROOM	BLDG	LCON [REDACTED]
CITY	STATE	ZIP CODE		
[REDACTED]	[REDACTED]	[REDACTED]		
TEL NO	EUMI			
[REDACTED]				

ACC	WSOP	CPE MFRF	CPE MOD	ERL	IBT

Inside Wire	IWO	IWBAN	IWCON	TEL NO

Bill Section	EAN	EATN	FBI	BILLNM	FLOOR	ROOM
SBILLNM		STREET				
CITY		STATE	ZIP CODE	BILLCON		
TELNO		SSN				

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 Telephone number: 202-434-8822



# Loop Service

Administrative Section

PON	VER	AN	ATN	LQTY	PG	OF
1113174		404-N22-0147	[REDACTED]	001	3	3

## Service Details

LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												TSP
SAN				ECCKT										
CFA				SYSTEM ID CABLE ID										
SHELF	SLOT	RELAY RACK		CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ			
IWJK	IWJQ	IWJK IWJQ		266										
TCID	TCNAME			DISC	NBR	TER	TCOPT	TCTOPRI				TCTOSEC		
TCPER		LEAN		TCID TCNAME										
SAN				LEATN										TSP
CFA				SYSTEM ID CABLE ID										
SHELF	SLOT	RELAY RACK		CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ			
IWJK	IWJQ	IWJK IWJQ		DISC	NBR	TER	TCOPT	TCTOPRI				TCTOSEC		
TCID	TCNAME			TCID TCNAME										
TCPER		LEAN		LEATN										

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# EXHIBIT II





Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1106332 - 1315276 001  
 AN ATN SC PG OF D/TSENT DSPTCH  
 404-N22-0167 770-552-4118 LCSC 1 3 05-31-2001-0945PM  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 06-08-2001 UNE  
 CHC REQTYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORTTYP ACTL AI APOT LST LSO TOS SPEC  
 RSWLGAMA8MD 770992 1BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXR- 02QB9.00A 02DU9.00A  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220167167 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO  
 Section GRANT BLACKLOCK 877-517-1884-0003  
 EMAIL FAX NO  
 705-691-4802  
 STREET FLOOR ROOM/MAIL STOP CITY STATE  
 40 ELM STREET 2 SUDBURY ON  
 ZIP CODE IMPCON TEL NO PAGER  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER  
 DSGCON DRC TEL NO FAX NO  
 GRANT BLACKLOCK 877-517-1884-0003 705-691-4802  
 EMAIL  
 STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks There must be no load coils on this loop.CALL AHEAD GROUP SEE ACC FIELD FOR ADDITIONAL CONTACT NAME AND NUMBER.



End User Information

Administrative Section	PON 1106332	VER	AN 404-N22-0167	ATN [REDACTED]	DQTY	PG 2	OF 3
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Location and Access LOCNUM NAME	SAPR	SANO [REDACTED]	SASF	SASD	SATH [REDACTED]	SASS
000 SASN [REDACTED]						
SADLO						

SADLO (Continued)	FLOOR	ROOM [REDACTED]	BLDG
CITY [REDACTED]	STATE GA	ZIP CODE [REDACTED]	LCON [REDACTED]
TEL NO [REDACTED]	EUMI		
ACC [REDACTED]			
ACC (Continued)			

WSOP	CPE MFRF	CPE MOD	ERL	IBT
------	----------	---------	-----	-----

Inside Wire	IWO	IWBAN	IWCON	TEL NO
-------------	-----	-------	-------	--------

Bill Section EAN	EATN	FBI	BILLNM	FLOOR	ROOM
SBILLNM	STREET				
CITY	STATE	ZIP CODE	BILLCON		
TELNO	SSN				

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Loop Service

Administrative Section	VER	AN	ATN	LQTY	PG	OF
PON 1106332		404-N22-0167	[REDACTED]	001	3	3

Service Details

LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												
SAN				ECCKT										
CFA				SYSTEM ID CABLE ID										
				POVC1										
SHELF	SLOT	RELAY RACK		CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ			
IWJK	IWJQ	IWJK IWJQ		258										
				DISC	NBR	TER	TCOPT	TCTOPRI			TCTOSEC			
TCID TCNAME				TCID TCNAME										
TCPER			LEAN	LEATN										
LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												
SAN				ECCKT										
CFA				SYSTEM ID CABLE ID										
				POVC1										
SHELF	SLOT	RELAY RACK		CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ			
IWJK	IWJQ	IWJK IWJQ		258										
				DISC	NBR	TER	TCOPT	TCTOPRI			TCTOSEC			
TCID TCNAME				TCID TCNAME										
TCPER			LEAN	LEATN										

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# EXHIBIT 12



Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1126531 - 1241105 001  
 AN ATN SC PG OF D/TSENT DSPTCH  
 404-N22-0167 770-963-8878 LCSC 1 3 06-14-2001-1100AM  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 06-29-2001 UNE  
 CHC REQTYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORTTYP ACTL AI APOT LST LSO TOS SPEC  
 LRVLGAOS4MD 770962 1BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXT- 02QC5.OOS 02IS5  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section B11 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220167167 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO FAX NO  
 Section FRANCINE DUCARME 877-517-1884-0003 705-691-4802  
 EMAIL  
 STREET FLOOR ROOM/MAIL STOP CITY STATE  
 40 ELM STREET 2 SUDBURY ON  
 ZIP CODE IMPCON TEL NO PAGER  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER

DSGCON DRC TEL NO FAX NO  
 FRANCINE DUCARME 877-517-1884-0003 705-691-4802  
 EMAIL

STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks Providing IDSL service over an isdn/bri capable loop no spids available.



### End User Information

Administrative Section	PON 1126531	VER	AN 404-N22-0167	ATN [REDACTED]	DQTY	PG 2	OF 3
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Location and Access		SAPR	SANO	SASF	SASD	SATH	SASS
LOCNUM	NAME						
000	[REDACTED]		[REDACTED]			[REDACTED]	[REDACTED]
SASN	[REDACTED]						
SADLO							

SADLO (Continued)	FLOOR	ROOM	BLDG	LCON
CITY	STATE	ZIP CODE		
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]
TEL NO	EUMI			
[REDACTED]				
ACC				

ACC (Continued)	WSOP	CPE MFRF	CPE MOD	ERL	IBT

Inside Wire	IWO	IWBAN	IWCON	TEL NO

Bill Section	EATN	FBI	BILLNM	FLOOR	ROOM
EAN					
SBILLNM	STREET				
CITY	STATE	ZIP CODE	BILLCON		
TELNO	SSN				

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# Loop Service

Administrative Section

PON	VER	AN	ATN	LQTY	PG	OF
1126531		404-N22-0167	[REDACTED]	001	3	3

## Service Details

LOCNUM	LNUM	LNA	CKR				TSP	
000	000	N						
SAN							ECCKT	
CFA							SYSTEM ID CABLE ID	
							POVC1	
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR NIDR IWJK IWJQ	
			136					
IWJK	IWJQ	IWJK IWJQ	DISC NBR		TER	TCOPT	TCTOPRI TCTOSEC	
TCID	TCNAME						TCID TCNAME	
TCPER		LEAN						LEATN
LOCNUM	LNUM	LNA	CKR				TSP	
000	000	N						
SAN							ECCKT	
CFA							SYSTEM ID CABLE ID	
							POVC1	
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR NIDR IWJK IWJQ	
			136					
IWJK	IWJQ	IWJK IWJQ	DISC NBR		TER	TCOPT	TCTOPRI TCTOSEC	
TCID	TCNAME						TCID TCNAME	
TCPER		LEAN						LEATN



# EXHIBIT 13



Local Service Request

Administrative Section

CCNA OVC 1179278 VER LSR NO  
 AN 404-N22-0167 ATN 770-668-9466 SC PG OF D/TSENT LOCQTY HTQTY  
 DDD 08-06-2001 APPTIME DDDO LCSC 1 3 07-20-2001-0100PM 001  
 CHC REQ TYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA PROJECT DSPTCH  
 AB N 7871 UNE  
 AUTHNUM PORT TYP ACTL AI APOT LST AGAUTH DATED  
 DNWDGAMACMD  
 NC PBT NCI CHANNEL SEC NCI LSO TOS SPEC  
 LXT- 02QC5.OOS 770391 1BF  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN RORD  
 CIC 7871 CUST

Bill Section

BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220167167  
 BILLNM COVAD COMMUNICATIONS SBILLNM  
 STREET 2330 CENTRAL EXPRESSWAY FLOOR ROOM CITY SANTA CLARA STATE CA  
 ZIP CODE 95050 BILLCON SANDRA TOWNES TEL NO 408-844-7574-0000 VTA  
 Contact Section EMAIL INIT TANYA WAY TEL NO 877-517-1884-0003

STREET

40 ELM STREET FLOOR 2 ROOM/MAIL STOP FAX NO 705-691-4802 CITY SUDBURY STATE ON  
 ZIP CODE IMPCON 877-517-1884-0001 PAGER  
 P3C-1S8 LOOPACCEPT TEST TEL NO 877-517-1884-0003 PAGER  
 ALT IMPCON DRC TEL NO 877-517-1884-0003 FAX NO 705-691-4802  
 DSGCON TANYA WAY EMAIL  
 STREET 40 ELM STREET FLOOR 2 ROOM/MAIL STOP CITY SUDBURY  
 STATE ON ZIP CODE P3C-1S8

Remarks

Providing IDSL service over an isdn/bri capable loop no spids available.

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 Telephone number: 202-434-8822



# End User Information

Administrative Section	PON 1179278	VER	AN 404-N22-0167	ATN [REDACTED]	DQTY	PG 2	OF 3
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Location and Access

LOCNUM	NAME	SAPR	SANO	SASF	SASD	SATH	SASS
000	[REDACTED]		[REDACTED]			[REDACTED]	[REDACTED]
SASN	[REDACTED]						
SADLO							

SADLO (Continued)

FLOOR	ROOM	BLDG	LCON
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CITY	STATE	ZIP CODE	
[REDACTED]	[REDACTED]	[REDACTED]	
TEL NO	EUMI		
[REDACTED]			
ACC			

ACC (Continued)

WSOP	CPE MFRF	CPE MOD	ERL	IBT

Inside Wire	IWO	IWBAN	IWCON	TEL NO

Bill Section

EAN	EATN	FBI	BILLNM	FLOOR	ROOM
SBILLNM	STREET				
CITY	STATE	ZIP CODE	BILLCON		
TELNO	SSN				

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# Loop Service

Administrative Section	VER	AN	ATN	LQTY	PG	OF
PON 1179278		404-N22-0167	[REDACTED]	001	3	3

## Service Details

LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												
SAN				ECCKT										
CFA				SYSTEM ID CABLE ID										
				POVC1										
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ				
IWJK	IWJQ	IWJK IWJQ	248											
DISC NBR				TER				TCOPT		TCTOPRI		TCTOSEC		
TCID TCNAME								TCID TCNAME						
TCPER				LEAN				LEATN						
LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												
SAN				ECCKT										
CFA				SYSTEM ID CABLE ID										
				POVC1										
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ				
IWJK	IWJQ	IWJK IWJQ	248											
DISC NBR				TER				TCOPT		TCTOPRI		TCTOSEC		
TCID TCNAME								TCID TCNAME						
TCPER				LEAN				LEATN						

# EXHIBIT 14



Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1187739 001  
 AN ATN SC PG OF D/TSENT DSPTCH  
 404-N22-0147 678-225-2770 LCSC 1 3 07-27-2001-1045AM  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 08-13-2001 UNE  
 CHC REQ TYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORT TYP ACTL AI APOT LST LSO TOS SPEC  
 NRCRGAMADMD 770246 1BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXT- 02QC5.OOS 02IS5  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220147147 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO  
 Section KIM DUBREUIL 877-517-1884-0003  
 EMAIL

FAX NO  
 705-691-4802  
 STREET FLOOR ROOM/MAIL STOP CITY STATE  
 40 ELM STREET 2 PAGER SUDBURY ON  
 ZIP CODE IMPCON TEL NO  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER

DSGCON DRC TEL NO FAX NO  
 KIM DUBREUIL 877-517-1884-0003 705-691-4802  
 EMAIL

STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks Providing IDSL service over an isdn/bri capable loop no spids available. Please see ACC field for Alternate contact info. Thanks, Kim.





### End User Information

Administrative Section	PON 1187739	VER	AN 404-N22-0147	ATN [REDACTED]	DQTY	PG 2	OF 3
------------------------	----------------	-----	--------------------	-------------------	------	---------	---------

Location and Access		SAPR	SANO	SASF	SASD		
LOCNUM	NAME		[REDACTED]				
000	[REDACTED]						
SASN	[REDACTED]				SATH	SASS	
	[REDACTED]				[REDACTED]	[REDACTED]	
SADLO							

SADLO (Continued)	FLOOR	ROOM	BLDG				
CITY	STATE	ZIP CODE	LCON				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
TEL NO	EUMI						
[REDACTED]							
ACC							
[REDACTED]							
ACC (Continued)							

WSOP	CPE MFRF	CPE MOD	ERL	IBT
------	----------	---------	-----	-----

Inside Wire	IWO	IWBAN	IWCON	TEL NO
-------------	-----	-------	-------	--------

Bill Section	EATN	FBI	BILLNM		
EAN					
SBILLNM	STREET	FLOOR	ROOM		
CITY	STATE	ZIP CODE	BILLCON		
TELNO	SSN				

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# Loop Service

Administrative Section  
PON

1187739

VER

AN

404-N22-0147

ATN

LQTY  
001

PG  
3

OF  
3

### Service Details

LOCNUM	LNUM	LNA	CKR	SYSTEM ID	CABLE ID	TSP						
000	000	N			POVC1							
SAN												
CFA												
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ	TCTOPRI	TCTOSEC
IWJK	IWJQ	IWJK	IWJQ	087								
TCID	TCNAME		DISC	NBR	TER	TCOPT						
TCPER		LEAN										
LOCNUM	LNUM	LNA	CKR	SYSTEM ID	CABLE ID	TSP						
000	000	N			POVC1							
SAN												
CFA												
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ	TCTOPRI	TCTOSEC
IWJK	IWJQ	IWJK	IWJQ	087								
TCID	TCNAME		DISC	NBR	TER	TCOPT						
TCPER		LEAN										

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# EXHIBIT 15



Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1215654 001  
 AN ATN SC PG OF D/SENT DSPTCH  
 404-N22-0147 770-499-1251 LCSC 1 3 08-14-2001-0200PM  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 08-29-2001 UNE  
 CHC REQ TYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORT TYP ACTL AI APOT LST LSO TOS SPEC  
 MRRTTGAMAJMD 770422 1BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXT- 02QC5.OOS 02IS5  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220147147 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO  
 Section VALERIE SAWYER 877-517-1884-0003  
 EMAIL FAX NO  
 705-691-4802

STREET FLOOR ROOM/MAIL STOP CITY STATE  
 40 ELM STREET 2 SUDBURY ON  
 ZIP CODE IMPCON TEL NO PAGER  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER

DSGCON DRC TEL NO FAX NO  
 VALERIE SAWYER 877-517-1884-0003 705-691-4802  
 EMAIL

STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks Reservation ID (RESID): 7871000030K08142001

**BELLSOUTH**

**End User Information**

Administrative Section      PON 1215654      VER      AN 404-N22-0147      ATN [REDACTED]      DQTY      PG 2      OF 3

Location and Access  
LOCNUM NAME      SAPR      SANO [REDACTED]      SASF      SASD      SATH      SASS  
000 [REDACTED]  
SASN [REDACTED]  
SADLO

SADLO (Continued)      FLOOR      ROOM      BLDG  
CITY      STATE [REDACTED]      ZIP CODE [REDACTED]      LCON [REDACTED]  
TEL NO [REDACTED]      EUMI  
ACC

ACC (Continued)  
WSOP CPE MFRF      CPE MOD      ERL      IBT

Inside Wire      IWO      IWBAN      IWCON      TEL NO

Bill Section  
EAN      EATN      FBI      BILLNM      FLOOR      ROOM  
SBILLNM      STREET  
CITY      STATE      ZIP CODE      BILLCON  
TELNO      SSN

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Telephone number: 202-434-8822



# Loop Service

Administrative Section	VER	AN	ATN	LQTY	PG	OF
PON 1215654		404-N22-0147	[REDACTED]	001	3	3

### Service Details

LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												
SAN				ECCKT										
CFA				SYSTEM ID					CABLE ID					
									POVC1					
SHELF	SLOT	RELAY	RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ			
				098										
IWJK	IWJQ	IWJK	IWJQ	DISC	NBR	TER	TCOPT	TCTOPRI			TCTOSEC			
TCID	TCNAME											TCID	TCNAME	
TCPER		LEAN											LEATN	
LOCNUM	LNUM	LNA	CKR											TSP
000	000	N												
SAN				ECCKT										
CFA				SYSTEM ID					CABLE ID					
									POVC1					
SHELF	SLOT	RELAY	RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ			
				098										
IWJK	IWJQ	IWJK	IWJQ	DISC	NBR	TER	TCOPT	TCTOPRI			TCTOSEC			
TCID	TCNAME											TCID	TCNAME	
TCPER		LEAN											LEATN	

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 Telephone number: 202-434-8822



# EXHIBIT 16



Local Service Request

Administrative Section CCNA PON VER LSR NO LOCQTY HTQTY  
 OVC 1218653 001  
 AN ATN SC PG OF D/TSENT DSPTCH  
 404-N22-0167 770-390-9557 LCSC 1 3 08-15-2001-1027AM  
 DDD APPTIME DDDO APPTIME DFDT PROJECT  
 08-30-2001 UNE  
 CHC REQTYP ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED  
 AB N 7871  
 AUTHNUM PORTTYP ACTL AI APOT LST LSO TOS SPEC  
 DNWDGAMACMD 770391 2BF  
 NC PBT NCI CHANNEL SEC NCI RPON RORD  
 LXT- 02QC5.OOS 02IS5  
 LSP AUTH LSP AUTHDATE LSP AUTHNAME LSPAN CIC CUST  
 7871

Bill Section BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI  
 L 404N220167167 OVC  
 BILLNM SBILLNM TE EBP  
 COVAD COMMUNICATIONS N  
 STREET FLOOR ROOM CITY STATE  
 2330 CENTRAL EXPRESSWAY SANTA CLARA CA  
 ZIP CODE BILLCON TEL NO VTA  
 95050 SANDRA TOWNES 408-844-7574-0000

Contact INIT TEL NO  
 Section ANGEL WAY 877-517-1884-0003  
 EMAIL  
 STREET FLOOR ROOM/MAIL STOP FAX NO CITY STATE  
 40 ELM STREET 2 705-691-4802 SUDBURY ON  
 ZIP CODE IMPCON TEL NO PAGER  
 P3C-1S8 LOOPACCEPT TEST 877-517-1884-0001  
 ALT IMPCON TEL NO PAGER  
 DSGCON DRC TEL NO FAX NO  
 ANGEL WAY 877-517-1884-0003 705-691-4802  
 EMAIL  
 STREET FLOOR ROOM/MAIL STOP CITY  
 40 ELM STREET 2 SUDBURY  
 STATE ZIP CODE  
 ON P3C-1S8

Remarks Providing IDSL service over an isdn/bri capable loop no spids available.

**@ BELLSOUTH**

### End User Information

Administrative Section	PON 1218653	VER	AN 404-N22-0167	ATN [REDACTED]	DQTY	PG 2	OF 3
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Location and Access

LOCNUM	NAME	SAPR	SANO	SASF	SASD	SATH	SASS
000	[REDACTED]		[REDACTED]			[REDACTED]	
SASN	[REDACTED]						
SADLO							

SADLO (Continued)

FLOOR	ROOM	BLDG	LCON
CITY	STATE	ZIP CODE	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
TEL NO	EUMI		
[REDACTED]			
ACC			

ACC (Continued)

WSOP	CPE MFRF	CPE MOD	ERL	IBT

Inside Wire

IWO	IWBAN	IWCON	TEL NO

Bill Section

EAN	EATN	FBI	BILLNM	FLOOR	ROOM
SBILLNM					
CITY	STATE	ZIP CODE	BILLCON		
TELNO	SSN				



# Loop Service

Administrative Section

PON	VER	AN	ATN	LQTY	PG	OF
1218653		404-N22-0167	[REDACTED]	001	3	3

## Service Details

LOCNUM	LNUM	LNA	CKR				TSP			
000	000	N								
SAN				ECCKT						
CFA				SYSTEM ID		CABLE ID				
						POVC1				
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ
			079							
IWJK	IWJQ	IWJK	IWJQ	DISC	NBR	TER	TCOPT	TCTOPRI	TCTOSEC	
TCID	TCNAME				TCID	TCNAME				
TCPER	LEAN				LEATN					
LOCNUM	LNUM	LNA	CKR				TSP			
000	000	N								
SAN				ECCKT						
CFA				SYSTEM ID		CABLE ID				
						POVC1				
SHELF	SLOT	RELAY RACK	CHAN/PAIR	JKCODE	JKNUM	JKPOS	JR	NIDR	IWJK	IWJQ
IWJK	IWJQ	IWJK	IWJQ	DISC	NBR	TER	TCOPT	TCTOPRI	TCTOSEC	
TCID	TCNAME				TCID	TCNAME				
TCPER	LEAN				LEATN					

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