

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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 Vince Marino v. Verizon : Docket No.
 Pennsylvania Inc., Service dispute. : C-2005-5656 *dy*
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 Initial hearing :
 :
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**DOCUMENT
FOLDER**

Hearing Room No. 2
300 Liberty Avenue
Pittsburgh, Pennsylvania

Tuesday, June 13, 2006

Met, pursuant to notice, at 10:00 a.m.

BEFORE:

JOHN H. CORBETT, JR., Administrative Law Judge

APPEARANCES:

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Pittsburgh, Pennsylvania 15213
(Pro se)

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P R O C E E D I N G S

1
2 ADMINISTRATIVE LAW JUDGE JOHN H. CORBETT, JR.: We're
3 on record at this time. This is the time and place
4 scheduled for a hearing on the complaint of Vince Marino
5 versus Verizon Pennsylvania, Incorporated. This complaint
6 was docketed with the Pennsylvania Public Utility Commission
7 at No. C-20065656.

8 I'm Administrative Law Judge John Corbett, and I've
9 been assigned to hear this case and to render an initial
10 decision. We have in the hearing room this morning Vince
11 Marino representing himself, Katherine Lovette representing
12 the respondent, Verizon.

13 I should note that the hearing, through no fault of
14 anyone, has been postponed a number of times to accommodate
15 various things that have transpired -- scheduling conflicts
16 and so forth. So we're finally here this morning.

17 I note, Mr. Marino, are you recording this proceeding?

18 MR. MARINO: No. That's just for the tapes of
19 evidence that we're going to use that the defendant had
20 copies and listened to. It's not being recorded. And the
21 video of an inspection, that's all.

22 JUDGE CORBETT: Okay. I usually at this point ask the
23 parties if they'd like to take a few minutes to discuss the
24 possibility of settlement. I understand that the parties
25 have been in contact with each other for the last several

1 months at least and have discussed this matter to a certain
2 extent. However, I will ask the parties one last time if
3 they'd like to take an opportunity at this point to take one
4 last stab at trying to settle this case.

5 MS. LOVETTE: I certainly would be willing to discuss
6 it.

7 MR. MARINO: We'll discuss it with my witness here.

8 JUDGE CORBETT: Very good. Then what I'll do in a
9 minute is I'll leave the hearing room. The court reporter
10 will not be taking down anything that you say while you are
11 discussing settlement. I would encourage you to try to
12 settle this case if at all possible.

13 The Commission encourages settlements, particularly in
14 cases like this, and I personally believe it is better for
15 the parties to try to resolve a matter like this among
16 themselves rather than have me hear the case and then later
17 render a decision that may be unsatisfactory to everyone.
18 So I encourage the parties to try to settle this case if at
19 all possible.

20 At this point it is now approximately, oh, let's call
21 it about four minutes after 10:00. We'll take a recess
22 while the parties discuss this matter. When you're ready
23 for me to return, just let one of the secretaries know. At
24 this point we're off the record and we're in recess. Thank
25 you.

1 (A recess was taken.)

2 JUDGE CORBETT: We're back on the record. It is now
3 approximately, oh, let's call it 10:20. Have the parties
4 been able to resolve this matter?

5 MR. MARINO: No.

6 MS. LOVETTE: Unfortunately, Your Honor, that wasn't
7 possible.

8 JUDGE CORBETT: Okay. Well, first of all, are there
9 any other preliminary matters that we need to address before
10 we begin to hear testimony?

11 MR. MARINO: May I ask Your Honor in regards to what,
12 anything in the case?

13 JUDGE CORBETT: I'm talking about motions, any
14 particular items that either one of the parties want to
15 bring to my attention.

16 MR. MARINO: Yes. Either now or whenever, if you
17 remember, not to me being a pro se I filed a motion to
18 compel the defendant to provide test lists. My expert
19 witness found the law. If it is sufficient enough during
20 the trial, I would like to file a motion to have the
21 defendant provide me with test lists to the problems that's
22 been occurring to my phone line under the regulation of law
23 of this expert as found.

24 Do we need to address that now or should we continue
25 with the hearing?

1 JUDGE CORBETT: I think that it seems to me that that
2 rings a bell with me and we had taken care of this in one of
3 the prior motions that we had addressed in one of the four
4 interim orders that I issued in this case.

5 MS. LOVETTE: That's correct, to my recollection, Your
6 Honor. I actually have my file.

7 MR. MARINO: You advised me that if I would find this
8 all that you would grant it, but as of the moment it was
9 dismissed because I didn't have the code and law that they
10 have to provide test records, test lists as to the problem.

11 MS. LOVETTE: I believe that you dismissed that. That
12 was a discovery motion that Mr. Marino made, and I believe
13 it was dismissed in one of your interim orders. It will
14 take me a minute to locate that. I think this is it, Your
15 Honor. I think it was your fourth interim order.

16 JUDGE CORBETT: One moment. The order that we are
17 referring to is the third interim order that I issued in
18 this case on February 21st, 2006, and for the reasons stated
19 in that order the motion to compel was denied. At this
20 point I do not see a reason to revisit that decision at this
21 point. However, we'll see where the testimony leads us
22 today and, if necessary, we'll reconsider it at that point.
23 But at this point I see no reason to reconsider the ruling
24 of the third interim order.

25 MR. MARINO: I found this. Can I pass this before--

1 JUDGE CORBETT: What is it that you want?

2 MR. MARINO: It's the telephone service law in regards
3 to records retention. I found it. I'd like to pass it,
4 though, before I use it so she sees it.

5 JUDGE CORBETT: All right.

6 MR. MARINO: Since you're not going to issue that.
7 But I can use that that they do have to keep records.

8 MR. GIGLIO: Your Honor, may I speak?

9 JUDGE CORBETT: At this point, no, you're not an
10 attorney and you're not represented. You can confer with
11 Mr. Marino.

12 MR. MARINO: This document is an FCC document as far
13 as telephone service and retain record retention.

14 JUDGE CORBETT: All right.

15 MR. MARINO: That's part of the federal compliance.

16 JUDGE CORBETT: If it becomes an issue we'll look at
17 it at that point.

18 MS. LOVETTE: I'm sorry. Your Honor, this document
19 does not appear to be an FCC record. It appears to be from
20 Title 52 of the Pennsylvania Code, which is the Pennsylvania
21 Public Utility Commission regulations.

22 JUDGE CORBETT: What section is it referring to?

23 MS. LOVETTE: This paper that he just passed me
24 contains Sections 63.54 and 63.55.

25 JUDGE CORBETT: All right. Are there any other

1 preliminary matters that we need to address before we begin
2 to hear testimony?

3 MR. MARINO: Yeah. I would like to address Your Honor
4 that this problem still exists on my phone. I updated or
5 defense listened to an updated cassette of the clicking on
6 my phone line before the hearing that I'm going to use. I
7 believe she would have the dates. There was two or three
8 reports into the trouble repair center prior to this date,
9 but no resolution. At this time it still exists, and we can
10 continue.

11 JUDGE CORBETT: All right.

12 MS. LOVETTE: I have no preliminary issues, Your
13 Honor.

14 JUDGE CORBETT: Then, Mr. Marino, will you be
15 testifying on your on behalf?

16 MR. MARINO: Correct, and addressing my expert witness
17 to certain issues.

18 JUDGE CORBETT: All right. Then we'll begin with you.
19 Since you have a number of papers in front of you there
20 we'll let you testify from that position as long as you keep
21 your voice up and let the court reporter hear what you're
22 saying.

23 MR. MARINO: Okay.

24 JUDGE CORBETT: Would you raise your right hand,
25 please, and be sworn.

1 Whereupon,

2 VINCE MARINO,

3 having been duly sworn, testified as follows:

4 EXAMINATION

5 BY JUDGE CORBETT:

6 Q. Would you begin, Mr. Marino, by giving us your
7 full name.

8 A. Vince Marino, M-a-r-i-n-o.

9 Q. Where do you reside, Mr. Marino?

10 A. I reside at 3324 Dawson Street, D-, as in dog,
11 a-w-s-o-n, Street, Pittsburgh, PA 15213.

12 Q. How long have you lived there, Mr. Marino?

13 A. Thirty-five years, since I was born.

14 Q. Does anyone else live at this address with you?

15 A. Yes, my father does.

16 Q. How old is your father?

17 A. My father is 70 years old.

18 Q. What is his name?

19 A. Nick Marino, same name, M-a-r-i-n-o.

20 Q. All right. Besides you and your father, Nick, is
21 there anyone else that lives at this address?

22 A. No one else, sir, Your Honor, no one else.

23 Q. And what is your occupation and profession, Mr.
24 Marino?

25 A. I'm a plumber and contractor, and I run real

1 estate.

2 Q. You filed a complaint indicating that you were
3 having some problems with your telephone service. First of
4 all, you receive your telephone service from Verizon
5 Pennsylvania, Incorporated?

6 A. Correct.

7 Q. And that is residential telephone service you
8 receive at your home?

9 A. Correct.

10 Q. How long have you received telephone service from
11 Verizon?

12 A. I believe we always had Bell until it switched to
13 Verizon. So, you know, as far back as I can remember it's
14 been Bell and Verizon. We never switched.

15 Q. The account is in your name?

16 A. Correct.

17 Q. And you're the one who pays the bills?

18 A. Yes, and the maintenance fee, yes.

19 Q. Are the bills paid up to date to today's date as
20 far as you know?

21 A. Everything up to this, yes. I have included in
22 there, I have a plan where I pay maintenance where I have,
23 you know, I pay the maintenance fee where if I have a
24 problem they come out for free. It's included in the bill
25 monthly.

1 Q. What type of-- Well, first of all, you indicate
2 in your complaint that you were having some difficulty with
3 your phone.

4 A. Correct.

5 Q. When did you begin experiencing problems with
6 your phone, Mr. Marino?

7 A. These records here that I have go back to, I
8 believe, 2003. I reckon that I've turned in complaints as
9 early as the middle or latter part of 2004 as the trouble
10 reports of me hearing clicking, static, disconnecting, and
11 phone calls be terminated or seized. That means when I say
12 seized I would dial, it would ring, and then I wouldn't have
13 no tone at all. I'd have to redial.

14 These were all reported to Verizon -- I believe
15 you have this -- 58/60 reports, numerous times. Every
16 resolution call they called the resolution center, and they
17 were telling me they were clear, there was nothing wrong.

18 Q. When you say they was that someone at Verizon?

19 A. Yes, meaning the phone-- I spoke to supervisors,
20 the operator, and actually techs that would, about three or
21 four different techs in the earlier part of the last recent
22 complaints dating back to last summer.

23 Q. And before we begin to hear your testimony you
24 indicated these problems continue to this day?

25 A. Correct.

1 Q. What efforts, if any, did Verizon undertake to
2 correct any of these problems?

3 A. The only thing that I have and I don't have, of
4 course, this case is going to be on a burden of proof like
5 every case, meaning the only thing that I have is them
6 verbally telling me that they've done this, that they've
7 done that.

8 The only thing I've ever physically had was last
9 May, I believe, to your records in the month of May, either
10 before or after Memorial Day, they come out and rewired from
11 my face box to the pairs -- is that what it's called?
12 junction box in my street. They spent two hours.

13 After that I still continued to persist in having
14 this problem where I'd be hearing clicking, static, people
15 in the background talking, and disconnects. There was an
16 instant on Sunday morning that I reported -- I don't have
17 the date -- that I placed a call to a relative on my phone
18 in my basement office and my phone line seized. I didn't
19 have no dial tone, nothing.

20 This lasted between three to six seconds. After
21 placing the phone back on the hook I had to wait nearly to,
22 you know, get this dial tone back. Then I heard a dial
23 tone. This was all reported.

24 Q. When approximately did this event happen?

25 A. This event happened, I believe, in -- I could be

1 wrong, -- last July. It was in the summer.

2 Q. Was that event reported to Verizon?

3 A. Yes, with the other reports, yes, and the
4 diagnosis what I've been observing and recognizing.

5 Q. What, if anything, did Verizon do in response to
6 your trouble report?

7 A. To my concern I says, I would have asked them to
8 have the tech call me, I would be at the property. They
9 would come out. They would test. Several occasions they
10 had a bucket truck.

11 Q. I'm talking about this specific instance last
12 July. What did they do in response to your request?

13 A. The only thing physically done was they said that
14 they tested the line and there was nothing found verbally.
15 They didn't give me anything that stated that they corrected
16 the problem or found anything.

17 On two different occasions I believe one tech
18 come out and said there was a wire longer that needs
19 corrected; if I had a problem to call them, stuff like that,
20 scenarios like that. But the majority, meaning, I'd say, 95
21 percent of the hundred percent of these calls I put they
22 said there was nothing wrong.

23 Q. What type of telephone equipment do you have in
24 your house, Mr. Marino?

25 A. I have a dial-up computer, which I don't leave

1 on, I have a fax machine with the hand-held, and I had two
2 cordless. At one time I was without cordless phone because
3 that was given to me as a solution, to disconnect cordless
4 phones, that would be doing that. So I spent between ten
5 days to a month or better without using the cordless phones.

6 Q. When did you first get the cordless phone?

7 A. I've always had them regardless of-- I'd say
8 over 15 years. I never had a problem. Panasonic. I've had
9 the one cordless phone in our home for over 15 years. I
10 only have two of them.

11 Q. You say there was a period where you attempted to
12 or there was a period when you discontinued use of the
13 cordless phone?

14 A. Correct.

15 Q. When was that?

16 A. I was advised by Verizon personnel last summer
17 throughout summer and I think early part of fall to try to
18 cease using the cordless phone, meaning unplugging them from
19 the jack. It's not that we have convenience to have a
20 cellular phone, but I was without comfort in my phone. I
21 disconnected those cordless phones.

22 Q. For how long a period of time?

23 A. Like I said, between ten days to a month. And
24 this problem still persisted. Actually they're still
25 disconnected. I have another phone that I put on the wall.

1 It's a wall mount, you know, hand-held. It's not cordless.

2 Q. Did the problem continue while the cordless
3 phones were disconnected?

4 A. Correct.

5 Q. And tell me what else has gone on.

6 A. Okay. I don't know how I'm going to present this
7 evidence. We'll figure out which step you want to go first.
8 It got to the point where throughout all these reports and
9 the one call, which we're not going to discuss wiretapping
10 because that's thrown out, we're going to discuss
11 transmission.

12 I have a supervisor from Verizon named Warren
13 telling me on the phone that there's nothing more that this
14 company can do for me, I have to call Verizon security.
15 Then I have other calls of a Verizon operator recognizing
16 and admitting to hearing the click.

17 It got to the point where I consulted-- They
18 told me that I had an illegal connection test -- we would
19 say wiretapping. Wiretapping is legal. We're not going to
20 use that term -- to find out what's on my phone. So I
21 consulted with my expert witness. Mr. Giglio has been to my
22 home from October of 2005 to January of this year, including
23 December of 2005, and separate intervals has been providing
24 expert licensed investigation and determined and found what
25 we found.

1 I don't know if you have it. He's qualified in
2 all aspects if you want to see it. She has it. Do you want
3 to see his credentials, Your Honor?

4 Q. I'll get to that when he testifies.

5 A. Mr. Giglio came to my house. The first visit was
6 -- and I believe you have a copy of this -- in October 14th
7 of 2005. His diagnostic was on October 13th, 2005, the date
8 that the letter was given to me, Americom, Incorporated --
9 and I'd like to add this to the record -- Americom,
10 Incorporated performed an inspection of your home telephone
11 wiring. Included in inspection was a radiofrequency, which
12 we're going to disclude from the case. Telephone line (412)
13 682-6733 is a common loop start, two-wire, dual tone
14 multi-frequency, also short phrased as a D-, T as in Tom,
15 M-F, public switched telephone network.

16 Q. Well, you're reading from a letter.

17 A. This is a diagnosis report.

18 Q. This is a report apparently sent to you?

19 A. No, it's a test result.

20 Q. A test result that he apparently shared with you?

21 A. No, it's a result that he performed this test on
22 my phone.

23 Q. Okay. Well, he'll testify to that.

24 A. I'd like to include what he's found. There's
25 only three things in each report, which is important to the

1 case. Is a common loop start, two-wire--

2 Q. Well, the problem, Mr. Marino, is that Ms.
3 Lovette will then have the right and the opportunity to
4 cross-examine whoever testifies. I want--

5 A. You want him to confirm these findings.

6 Q. Please don't interrupt me.

7 A. Sorry.

8 Q. Ms. Lovette will have the opportunity and the
9 right to cross-examine you. The things that you're reading
10 from that letter, unless you're an expert in
11 telecommunications, I'm not sure that you're going to be
12 able to explain for the record. Certainly I don't
13 understand them. So we're going to need some kind of
14 explanation as to what you're referring to. So I think that
15 will be best left for Mr. Giglio to testify to if we get to
16 that point. All right?

17 A. All right.

18 JUDGE CORBETT: So Mr. Giglio-- I hope I'm
19 pronouncing your name correctly, sir.

20 MR. GIGLIO: It's Giglio.

21 JUDGE CORBETT: Thank you, sir.

22 BY JUDGE CORBETT:

23 Q. Mr. Giglio came out to your residence on October
24 the 13th, 2005?

25 A. Correct.

1 Q. He performed some tests, and he gave you a test
2 report?

3 A. Correct. Advised me what to do in calling
4 Verizon and reporting it.

5 Q. What did you do in response to what he told you?

6 A. I did do that. At one point -- that was in
7 October/November -- there was a security case turned in to
8 Verizon because they desisted. Then we continued to
9 progress that I still had the problem.

10 On December -- I'm just going to give you the
11 dates; I have to go to the letter -- on December 12th again
12 Americom, Incorporated came to my home, performed another
13 investigation and inspection to my telephone wiring, and
14 found the problems. This was reported again to Verizon --
15 and I think at this time we were already in, no, we weren't
16 in litigation yet -- advised me report it to Verizon. He
17 give me the records.

18 Q. What did Verizon do?

19 A. Verizon said there's nothing wrong. Then we
20 pursued in the PUC, and I believe at that time or point Ms.
21 Lovette had a Verizon supervisor, this individual
22 technician, come to my home on--

23 MR. MARINO: What correct date may I ask you?

24 BY JUDGE CORBETT:

25 Q. She's not testifying, you are. If you can give

1 us an approximate date that would be fine.

2 A. This date that I have here was on January-- I
3 believe it was somewhere towards the latter part of December
4 came out and they were physically on my property and on the
5 telephone pole for no more than, greater than 30 minutes at
6 the most physically testing between 15 to 20, assuring me
7 that nothing was wrong. He had me listen to his butt set
8 and left.

9 As they were leaving -- and, of course, that
10 witness could have testified -- I went to pick up the phone
11 in my basement office to call my brother-in-law and, sure
12 enough, I heard the static and click. I called them back,
13 if it's correctly remembered, and he again said there was
14 nothing wrong.

15 This was reported again into Verizon because Ms.
16 Lovette ordered those to come and inspect. It was reported
17 again. On January 2006 -- I'll get the correct date -- on
18 January 12th, 2006, Americom, Incorporated come out and did
19 another inspection of my home telephone wiring as before and
20 the telephone service, was there for two hours or I think it
21 was two and a half hours each time and found the improper --
22 I got to find the paper -- improper transmission problems
23 that were found.

24 I was being provided on the three occasions that
25 he come and we found improperly transmission requirement and

1 standards to what the state requires. Again we reported it,
2 and then we got into full throttle with the formal complaint
3 where I litigated back and forth with Ms. Lovette requesting
4 certain information.

5 One other thing and I'll let you go. Mr. Giglio
6 and Americom, Incorporated are going to come back after this
7 hearing at a decent time when I can schedule it before the
8 end of the month to perform another inspection of the
9 telephone wiring.

10 We cannot get to the bottom of what is going on.
11 There is nothing on my phone system causing this. It's been
12 verified. I give the defendant copies of the recordings.
13 They could have got them analyzed. They have copies of the
14 reports. This is impossible that they are not finding what
15 this licensed firm experienced in telecommunications is
16 finding.

17 I made my decision on, you know, what you asked
18 me. Now if you want me to continue I will or whenever I can
19 present my case.

20 Q. Well, you're presenting your case now. I'll
21 listen to whatever you have to say that's relevant and
22 pertinent to this case.

23 A. That's where we stand on that. Now, I have a
24 copy here of Rule 6363, transmission requirements and
25 standards, which Ms. Lovette has and I believe you are aware

1 aware of it. Of course I can pass.

2 It's telling you that a public utility shall
3 furnish, operate, and maintain facilities adequate to
4 provide acceptable transmission of communications.
5 Transmission shall be at adequate volume levels, and I
6 quote, repeat, levels and free of excess distortion, noise,
7 and cross talk, meaning I shall pick up my phone, Your
8 Honor, punch in a number, not hear clicks, static, or
9 somebody talking in the background.

10 The transmission standard shall be based upon the
11 use of telephone sets connected to a 48 volt dial central
12 office measured at a frequency of a thousand hertz. Again,
13 Mr. Giglio will testify to that. I'm repeating the law.

14 C: A telephone line terminating at a customer's
15 premise shall have a loop resistance not exceeding the
16 operating design of the associated central office equipment.
17 D: Overall transmission loss on the customer loop shall not
18 exceed 15 decibels, Your Honor.

19 On the three occasions that this firm, Americom,
20 came they found them, provided me out of the proper
21 decibels. Mr. Giglio will testify. How is it that every 58
22 times that I reported trouble that Verizon is telling me
23 that there is nothing wrong? Do they have a special
24 privilege since they are a major firm that I'm renting the
25 phone to tell me otherwise.

1 I consulted with this firm because they're
2 reputable, licensed, and experienced. Mr. Giglio is a
3 38-year veteran of Bell Telephone, has been in the field for
4 over 40 years, I believe. This is the law. I want to make
5 my case here on record that I found with this expert that
6 I've been provided on several occasions improper phone
7 service against state and federal regulation.

8 Now, this law right here, 6354, telephone
9 service, in certain actions here I requested leave of Court
10 to Ms. Lovette, which she's the defense for Verizon -- and
11 everybody has a copy of this -- a request for certain
12 continuing actions involving what they performed to identify
13 better this case.

14 In their response they stated, "Verizon of
15 Pennsylvania does not provide a test list." A test list is
16 a document as I have stating what your findings were, what
17 the aligned loop resistance is. Mr. Giglio will testify to
18 that.

19 It's impossible that you had a technician come to
20 my house with a metering device, meaning a gauge to test my
21 line, that you did not know what the loop resistance is and
22 the decibels because the proof of the case is the state
23 wants evidence that they have to meet a thousand hertz in 15
24 decibels.

25 This firm found them out of the Pennsylvania

1 Utility Commission phone requirements. On one instance in
2 the report he'll attest I was reporting cross talk. He
3 verified and detected cross talk as well as the improper
4 loop current.

5 I don't know what else to say. The other thing
6 is they were requesting certain equipment. From what I
7 understand, the equipment they used isn't detailed as he
8 did. One other thing here. So what I'm concluding is
9 majorly this case is burden of proof. They're saying that
10 he tested or whoever tested, the line was clear, that they
11 met the state requirements.

12 Besides verbally confronting, which is admissible
13 hearsay, I would ask you, it's admissible hearsay -- and
14 that's what it is, hearsay, admissible -- what proof do you
15 have to give me today in front of this Honorable Judge and
16 this expert, besides you telling me, that my phone is in
17 proper working order, that you come and tested my line, that
18 you didn't find any abnormalities.

19 The question and answer is nothing. We have
20 verbal admissible hearsay from the technician stating that
21 my telephone line's path is clear, which in a case like this
22 this is not enough. I'm going to repeat this for the Court
23 one more time.

24 Q. No, we've already had it. Don't repeat it.

25 A. The other thing I have, which she has a copy of

1 she viewed, I have a video recording of Mr. Giglio
2 performing the inspection on my telephone service and
3 recording the out of current Bell Core, is that correct,
4 Bell Core standard, which is applying to FCC and state, Bell
5 Core standard minimum requirement for your loop current of a
6 1,410 line. He'll explain that.

7 I'd like to turn this camera on and have you see
8 it and anybody else. Can I do that?

9 Q. Well, the thing is that we have certain
10 requirements for the admission of evidence. You have to
11 provide an original to me and two copies to the court
12 reporter and one to every other party in the case.

13 A. I provided it to them, not to you.

14 Q. So there is a problem with that. The other thing
15 is you have the camera that you apparently are going to play
16 the tape through.

17 A. Yes.

18 Q. And I'm not sure what other equipment is
19 compatible for playing this tape other than the camera that
20 you're using.

21 A. It's on a disk, CD. It was recorded on a CD.

22 Q. So I'm not sure what format it's in and what
23 other equipment can play it. So as far as the legality or
24 the need for the evidence at this point I'm not sure that
25 Verizon is contesting the fact that your witness performed

1 certain tests. They may be, I'm surmising that they may be
2 guessing, they may be challenging the test results and what
3 the test results mean.

4 So at this point, rather than get into the
5 problems with the number of copies and how to play those
6 copies back in the record and so forth, I'm not sure that we
7 need to put that in the record. But it is available, and
8 we'll see if it does become an issue then we'll revisit this
9 on rebuttal.

10 A. That's one piece of evidence. The other one was,
11 which I listed, this is a Radio Shack recording control. I
12 have three cassettes I give to them. Again then, since I
13 didn't give you a copy, possibly I won't be allowed to place
14 the legalized recorded conversation into Verizon of them
15 admitting that they cannot do anything for me anymore and
16 the clicking. Is that correct?

17 Q. I'm not sure that that is really in controversy
18 at this point. Again, if it's they're not contesting the
19 conversations that they had with you that they're saying
20 that they can't do anything further I don't think that
21 that's an issue and I don't think it needs to be put in the
22 record.

23 A. Well, I'd like to at least, excuse me, at least I
24 do have that by the supervisor. It is particularly
25 important because they told me in the repair that they

1 cannot assist me no more, meaning that they're unable to
2 determine this problem and correct it.

3 Q. I don't think they're contesting that. So it's
4 not a matter that--

5 A. Can I--

6 Q. If they're contesting it, then we will revisit
7 it.

8 A. Can I at least add into the record that this
9 device that I used for a voice activator was a Radio Shack
10 recording control which is hooked up to my telephone and is
11 legally used to record your telephone calls.

12 Q. Whether it is or is not at this point is a matter
13 for argument at this point. I'm not sure that it is. So
14 we'll move on to the next item. Is there anything further
15 that you want to present at this point?

16 A. Yeah. The one other one; in fact, I let Ms.
17 Lovette listen to it, June 9th I placed a call in to Verizon
18 call information, you know, the 555-1212. As I was placing
19 a call I was using this recorder for several of the six
20 months due to the disturbance was heavily. I picked up my
21 phone, and it clicked and went dead.

22 At that time I grabbed my recording device and
23 placed a call in to Verizon. I'm not going to play that,
24 but I want to add to the note that I have an updated June
25 9th, 2006, before this trial, recorded conversation with the

1 call information operator and the clicking of the telephone
2 line on tape.

3 Q. Okay.

4 A. Which is subject to continuation of this problem.

5 Q. Do you have additional copies of the tape?

6 A. I made one. No. I'm willing to give her one.

7 Q. We need two copies for the court reporter and one
8 for me.

9 A. Is that today or later?

10 Q. That is today.

11 A. For use? If I want to use it, I have to have two
12 copies?

13 JUDGE CORBETT: Right. Also at this point I'm trying
14 to save you problems, Mr. Marino, with what is going into
15 the record and what is not going into the record. I'm
16 trying to make things as smooth as possible for someone who
17 wants to read this record later. So that's my primary
18 concern. Well, it's a secondary concern. The primary
19 concern is what is going into the record, whether it
20 conforms to law and evidence.

21 Let's see what the testimony of Verizon is at this
22 point and if -- I'm not sure what their position is -- and
23 if they're saying that there is no noise on the line or
24 whatever then we may let you come back in rebuttal and see
25 what occurs at that point.

1 MR. MARINO: Excuse me. My witness will be after?
2 We'll cross-examine witnesses after or we're going to hear
3 the defendant?

4 JUDGE CORBETT: Well, the order of procedure here is
5 we are going to listen to your testimony first. You're
6 going to be cross-examined. You'll have the right to come
7 back on redirect and correct anything you think needs
8 correcting. We'll handle it in that fashion. Then we'll go
9 to your witness and have him testify.

10 At this point do you have any further testimony to
11 give?

12 MR. MARINO: No, I don't, other than what I stated in
13 the record today.

14 JUDGE CORBETT: Ms. Lovette, do you have any cross-
15 examination of Mr. Marino?

16 MS. LOVETTE: I do, Your Honor.

17 JUDGE CORBETT: All right. Proceed.

18 CROSS-EXAMINATION

19 BY MS. LOVETTE:

20 Q. Mr. Marino, you talked about the cordless phones
21 that you had in your house.

22 A. Yes.

23 Q. You said there were two. Is that correct?

24 A. Yeah, I have two, one on the first floor and one
25 in the, of course, it's now in the basement. But they're

1 not being used.

2 Q. And there is one hand-held wall mount phone?

3 A. Yeah, one in the kitchen and a fax machine that's
4 plugged in. It's not cordless.

5 Q. Is the fax machine connected to the phone line?

6 A. Yeah. It's an ordinary Panasonic faxing phone.

7 Q. Do you have any other equipment connected to the
8 phone line at all?

9 A. No. Only when I use my computer, which is a
10 dial-up.

11 Q. So your computer connects to the phone line to
12 dial up?

13 A. Yeah.

14 Q. Do you have a burglar alarm set up in the house
15 that's connected to the phone line?

16 A. Yes, I do.

17 Q. When was the last time or how old is the
18 hand-held wall mount phone in your kitchen?

19 A. That's relatively new. It's within ten years or
20 less. All the telephones are within less than five/six
21 years.

22 Q. Okay. But you haven't replaced any of those
23 within the last three years?

24 A. My fax, it's only five years old, it's from 2003,
25 my Panasonic fax.

1 Q. Have you replaced any of your equipment connected
2 to the phone lines in the last three years?

3 A. No.

4 Q. Okay. That piece of Radio Shack equipment that
5 you were talking about, when did you purchase that?

6 A. I purchased this to assist me. It was in the
7 early part or middle part of December because I know I sent
8 a copy when I bought that to you. It was around the
9 wintertime. I'd say December.

10 Q. Of this year?

11 A. No, 2005, or the fall of 2005. It could have
12 been in November.

13 Q. Do you know what that piece of equipment is
14 called?

15 A. It's called a Radio Shack recording control.
16 Basically this plugs into your, you plug this into your
17 phone jack, this goes into the recorder voice activated, you
18 leave this on and record, and you hold this down and record
19 and play.

20 When you would pick up your phone, place a call
21 or anything, it would automatically record initiating from
22 the phone. Then, of course, you have to do the legal
23 standard, explaining that this call is being recorded.
24 Otherwise you have to deceive. So that's what I was using
25 to identify, to actually collect evidence and data on this

1 disturbance.

2 Q. Could you tell me what your neighborhood is like.
3 Are peoples' homes close to yours?

4 A. No, they're party-wall houses. There's a
5 distance between the property.

6 Q. About how much distance?

7 A. About five feet. I'd say about five feet to two
8 feet on each side, depending.

9 Q. Is it a mostly residential neighborhood within a
10 ten-mile radius of your house?

11 A. Ten mile? No, no. We're near the university.
12 I'm in South Oakland. There's a Central Blood Bank on the
13 boulevard, houses, and then you go up into Oakland there's a
14 hospital.

15 Q. Now, you said these problems began occurring
16 around 2004?

17 A. That was the best of my recognition. I think it
18 was earlier. It was the latter part of 2003/early part of
19 2004. I didn't hold to the quote of it. I note they
20 initiated that heavily from 2004.

21 Q. But you said you had Verizon service at that
22 location for at least 35 years?

23 A. Oh, yeah. It was Bell. Whatever it was before
24 it went to Verizon. Yeah, we never switched.

25 Q. Was there anything inside your home that changed

1 close to 2004 that you weren't experiencing problems up
2 until 2004 and then suddenly you were?

3 A. Yeah, the problem on the phone. The one thing I
4 noticed I'll tell you right now, since you asked that
5 question--

6 Q. Well, actually I meant, the question that I'm
7 asking is, did you or your father change anything inside the
8 house that might have, you know, changed any wiring or do
9 any digging around the house around 2004?

10 A. No. All that stuff is the same.

11 Q. Place anything in the yard?

12 A. No.

13 Q. The only other question that I have then is just
14 I'm curious about what exactly is the relief that you're
15 seeking from this proceeding. What would you like the
16 Commission to do as a result of this?

17 A. Do you want to be quite honest with me, quite
18 honest with the Honorable Judge here and the Court and have
19 this on record? With what I have, I would like to see the
20 phone company ordered to do a full loop path, provide
21 records, and tariff you for providing me--

22 Because my father -- and I have the law; I'll
23 provide that later -- is ill with heart problems. Now, I
24 have a cell phone, but that's not the case. Tariff -- you
25 know, I had my blood pressure rate -- tariff for providing

1 me with the improper phone service.

2 I properly collected that data, not that I'm
3 being rude; that's the law. Whatever the standard is for
4 the PUC, oblige it to you, okay, because this is no way
5 proper. It's outrageous technically speaking. Tariff you
6 for the three occasions that I found that I was being
7 provided improper out of Bell Core standard phone service.

8 My phone line at those times, if I would have
9 called him every time -- of course, it would have been a big
10 bill -- would have been, what, 60 times that I called you.
11 I was being provided, and still am, improper phone service
12 under the requirements of the Pennsylvania Public Utility
13 Commission Title 6363 Transmission Requirement Standards.

14 Q. All right. Can I ask you what you meant when you
15 said you'd like the Commission to order Verizon to do a full
16 loop path? What exactly is that?

17 A. I would like to see your company monitored -- and
18 I'd like to be there, too -- testing my line with a
19 representative because this has gotten out of hand.
20 Fifty-eight times and then I had to call the company?
21 Something is wrong. Verify your findings to what we find
22 because--

23 Q. You want some third party to monitor Verizon
24 testing your line; is that what you're saying?

25 A. I'm the third party. I want to see the state

1 monitor you, provide a full in detail inspection of my phone
2 service leaving my home to where it breaks off properly and
3 then we know what's going on. If there is something
4 illegal, you catch the person that's doing it because we're
5 saying, we were talking earlier about something else.

6 I'm regarding to transmission requirements and
7 standard. This is what we're arguing. Nothing illegal with
8 security. I want to see you obliged to the PUC requirements
9 for providing me the improper phone service.

10 I'm going to address that threatening letter
11 which was also addressed to the Court of shutting my phone
12 off in regards to having appendix A of having an ill person
13 in the home, which is totally outrageous. You and the
14 defendant had reason to check before sending that letter as
15 far as me calling and filing cases in to Verizon security.

16 Q. Mr. Marino, I'm not sure you're answering my
17 question any more.

18 A. That's what I want to see you, I want to see you
19 properly obliged either by tariff means or whatever penalty
20 for providing me and the three collective times of providing
21 me improper phone transmission requirements under the
22 standards of this, under the Commission.

23 JUDGE CORBETT: Mr. Marino, I want to make sure I
24 understand what you want, what you want from the Commission.
25 If I understand what you're asking for, you are asking, the

1 bottom line is that you want your phone service fixed so
2 that you no longer have the problems that you're alleging
3 that you're having with your phone -- the clicks, the
4 static, and the cross talking and so forth; correct?

5 THE WITNESS: And the disconnects.

6 JUDGE CORBETT: All right. You also want Verizon
7 fined for the three occasions that you were able to verify,
8 according to your testimony, instances where your witness is
9 going to testify that the service provided by Verizon was
10 outside the appropriate guidelines. Is that right?

11 MR. MARINO: Correct.

12 JUDGE CORBETT: That's fine. Thank you. Anything
13 further then, Ms. Lovette?

14 MS. LOVETTE: No, Your Honor.

15 JUDGE CORBETT: Mr. Marino, is there anything further
16 that you want to testify to at this point?

17 MR. MARINO: Yes. I'd like to correct that about the
18 tariff. Of course I read the tariff. Whatever appropriate
19 measure that you seek as an Honorable Judge to realistically
20 realize this problem. I know it's not Ms. Lovette's fault
21 or anyone else, but there is a problem and we identified it.
22 So that's what I think. Not to be a harsh, to put them in,
23 you know, and that's later, but we got a problem.

24 JUDGE CORBETT: All right. Do you have a witness then
25 to present?

1 MR. MARINO: Yes.

2 JUDGE CORBETT: Would you come forward, sir, please.
3 Bring with you any reports or anything else that you may
4 need to testify to. We'll have you testify from this
5 position up here, sir. Would you raise your right hand,
6 please, sir, and be sworn.

7 Whereupon,

8 RALPH S. GIGLIO,
9 having been duly sworn, testified as follows:

10 JUDGE CORBETT: Please have a seat.

11 VOIR DIRE EXAMINATION

12 BY JUDGE CORBETT:

13 Q. Would you begin, please, by giving us your full
14 name.

15 A. Ralph S. Giglio, G-i-g-l-i-o.

16 Q. Mr. Giglio, do you have a business address?

17 A. It's 1830 Stoltz, S-t-o-l-t-z, Road, South Park,
18 PA, 15129.

19 Q. All right. What is the nature of your business,
20 sir?

21 A. We are a telecommunications business.

22 Q. How long have you been in this business, sir?

23 A. Thirty-eight years.

24 Q. And does this business have a particular name or
25 does it go by a particular trade name?

1 A. Americom, Incorporated.

2 Q. A-m-e-r-i-c-o-m?

3 A. That's correct.

4 Q. What is your relationship to the business?

5 A. I'm the vice president of engineering.

6 Q. Are you authorized to appear today on behalf of
7 Americom to testify in this case?

8 A. Yes, I am.

9 Q. What is your background and education, sir?

10 A. I have a degree in engineering from Carnegie Tech
11 University as well as I have, I worked for RCA as well as
12 Bell Telephone. But most of my credentials in the telephone
13 are from RCA.

14 Q. Going back to your college career, what degree
15 did you achieve?

16 A. Bachelor of science in electrical engineering.

17 Q. Upon graduation from college what occupation,
18 where did you go to work?

19 A. I went to work for RCA in Camden, New Jersey, in
20 their telecommunications division.

21 Q. How long did you work there?

22 A. Twelve years.

23 Q. And what type of work did you do there?

24 A. Designed and installed and maintained private
25 automatic branch exchanges.

1 Q. Okay. After leaving RCA where did you work?

2 A. I worked for Main Telecom.

3 Q. Main Telecom?

4 A. That's correct.

5 Q. Is that like the state of Maine?

6 A. No, Main as in the founder's last name. It was
7 here in Pennsylvania.

8 Q. What did you do there?

9 A. I was the vice president of engineering for Main
10 Telecom. That is another telephone telecommunications
11 company just like Americom is.

12 Q. I'm sorry. How long did you work there?

13 A. Three years.

14 Q. After leaving there where did you go?

15 A. Started Americom.

16 Q. So you began the business at Americom yourself?

17 A. That's correct.

18 Q. What is your financial interest in Americom?

19 A. I'm a part owner.

20 Q. Do you own shares of stock in Americom?

21 A. Yes, I do.

22 Q. Are the other shares of stock owned by other
23 individuals in Americom?

24 A. Yes.

25 Q. How many other individuals?

1 A. One.

2 Q. Who are they? Who is that person?

3 A. That's my wife.

4 Q. When did you start Americom?

5 A. In 1984.

6 Q. And you have been in business since then?

7 A. Yes, sir.

8 Q. What type of business is Americom?

9 A. It's a telecommunications company.

10 Q. What's the type of services you provide?

11 A. We sell, install, and maintain private telephone
12 systems. We do pole line construction. We do data
13 communication services. We install and maintain computer
14 systems and relevant data systems, and in the inception of
15 Americom we were also employed by, at that time, the company
16 Bell Telephone to do central office installations and
17 repairs.

18 Q. Do you still perform any of that work?

19 A. For Verizon?

20 Q. Yes.

21 A. No.

22 Q. When did that cease?

23 A. That ended in 1989.

24 Q. Would it be fair to say that you are up on the
25 latest technology so far as telecommunications are

1 concerned?

2 A. Yes, sir.

3 Q. How have you kept up to date with the technology?

4 A. Continuing education. I've gone to several
5 manufacturers' schools, NYTEL, ESIS Tech Systems. AT&T
6 provided it when it was Lucent, schooling. Some of the
7 other systems that we sell and maintain I go to that
8 schooling.

9 Q. So it's a continuing education process?

10 A. Yes, Your Honor, every year.

11 Q. As part of your services that you provide through
12 Americom do you do testing of residential telephone lines?

13 A. Yes, we do.

14 Q. And did you do that on behalf of Mr. Marino in
15 this case?

16 A. Yes, I did.

17 JUDGE CORBETT: All right. Before we get to that, Ms.
18 Lovette, do you have any voir dire on qualifications of this
19 witness?

20 MS. LOVETTE: Just a little bit, Your Honor.

21 VOIR DIRE EXAMINATION

22 BY MS. LOVETTE:

23 Q. Mr. Giglio, since 1989 was the last time you
24 worked for Verizon at the central office?

25 A. That's correct.

1 Q. Since then have you mainly done these
2 installations and maintenance? Is your product that
3 Americom provides mostly an end user product?

4 A. Yes.

5 Q. So since 1989 you have not installed any local
6 telephone--

7 A. No Verizon.

8 Q. Primarily, your company, it's all inside the
9 home; right? It's end user equipment, telephone systems,
10 burglar alarm systems. Is that correct?

11 A. We also do pole line construction if you've got a
12 user that has a campus environment.

13 Q. Could you explain in laymen's terms what that
14 means?

15 A. For instance -- I'm giving an example -- Saint
16 Vincent's College, we wired all of the campus dormitories
17 and all of the campus rooms. So we did all of that
18 underground wiring and the outside wiring and so on and so
19 forth. So we do a lot of the same type of work that Verizon
20 does under outside pole wiring. So I'm familiar with that
21 kind of work.

22 MS. LOVETTE: Okay. I think that's all I have, Your
23 Honor.

24 JUDGE CORBETT: Any objections to the qualifications?

25 MS. LOVETTE: None, Your Honor.

EXAMINATION

1
2 BY JUDGE CORBETT:

3 Q. Mr. Giglio, can you tell us when you were first
4 contacted by Mr. Marino and what did you do as a result of
5 that contact?

6 A. Prior to October 13th, probably a week before
7 October 13th, Mr. Marino called and asked if I would come
8 out and do an inspection of his home telephone wiring as he
9 was experiencing some difficulty with his telephone. On
10 October 13th of 2005 I personally went out to inspect Mr.
11 Marino's premises.

12 THE WITNESS: I have a report here which I believe you
13 have as well.

14 MS. LOVETTE: That's correct.

15 THE WITNESS: Do you have a copy of this, Your Honor?

16 JUDGE CORBETT: I may have, but I think we may want to
17 have this marked and identified as an exhibit. How many
18 copies do you have?

19 THE WITNESS: I just have one of each, so they would
20 have to be copied.

21 MR. MARINO: This is my original. I hate to lose it.
22 I know I sent them in.

23 JUDGE CORBETT: How many?

24 THE WITNESS: These are three.

25 JUDGE CORBETT: Do you have copies for yourself?

1 MR. MARINO: I'll just use these.

2 JUDGE CORBETT: I will hand the court reporter two
3 copies and one for myself and Ms. Lovette already has one.
4 We will have this marked and identified as Complainant's
5 Exhibit 1. It appears to be a two-page document.

6 (Whereupon, the document was marked as Complainant's
7 Exhibit No. 1 for identification.)

8 BY JUDGE CORBETT:

9 Q. Mr. Giglio, would you tell us what this document
10 states and what the findings were?

11 A. Yes, sir.

12 Q. I'm sorry. What you did when you went to the
13 premises and what your findings were.

14 A. I went to the network interface device and
15 disconnected Mr. Marino's inside telephone wiring from the
16 public access. Then I did a telephone balance test and so
17 on and so forth.

18 I found that there were some irregularities in
19 his telephone wiring, primarily in the upstairs bedroom,
20 which I believe may be the master bedroom or Mr. Marino's
21 bedroom. There was a jack that had some wiring that was
22 bare. The actual pairs of the wire were bare.

23 His main complaint when he first contacted us was
24 he was having clicks and pops and cross talk, and this is
25 indicative of what could very well be the problem. So I

1 corrected that problem.

2 I made sure that his wiring to every telephone
3 device -- burglar alarm, fax machine, cordless phones -- was
4 direct with no splices or taps or bridges and made a sweep
5 of the lines. They tested exactly normal, what they're
6 supposed to, and I corrected any other things that I saw
7 that could possibly contribute to the problems he was
8 having.

9 At the time I stated that I did not know why the
10 wires could have been bare in the jack that I opened up.
11 Mr. Marino indicated there was never a telephone that was
12 installed there. So we were at a loss or I was at a loss to
13 explain why that was done that way other than possibly at
14 the very first installation maybe the customer may have
15 requested a jack be there and then later decided they didn't
16 want it and it was just left that way.

17 In any event, I cleaned up all the wiring in the
18 house, tested everything, and everything checked normal. I
19 then took some readings on the telephone line coming from
20 Bell Telephone, and with the exception of three different
21 parameters everything tested normal. I did find that the
22 loop current was slightly above what is normal by only three
23 milliamperes, which is all right.

24 The line impedance was the questionable part.
25 When we looked at the line impedance it was actually

1 indicating to me-- I used several different meters, and one
2 of the meters I used was a Harris line loop test which gives
3 me the line impedance of the line. It actually indicated
4 that there may have been some sort of conditioning equipment
5 on the line, which is very common with Verizon/Bell
6 Telephone equipment.

7 Seeing this service has been there for quite a
8 long time, he could very well have had a load coil, which is
9 a conditioning device on the line. I mentioned this to Mr.
10 Marino. He said, "Well, does that indicate maybe an illegal
11 device on the line?" I said, "No." I said, "All it
12 indicates is that there's something that may be on the line
13 at that point." I had no idea. I'm not permitted to
14 physically inspect Verizon's equipment. So it was just a
15 hypothesis at that point.

16 Q. If I can interrupt at that point, and I don't
17 mean to interrupt your train of thought. But conditioning
18 equipment, what would that be used for?

19 A. I hate to say this, but going back to the old
20 days--

21 Q. I remember dial-up telephones and that sort of
22 thing.

23 A. A lot of times when the line was long the
24 telephone company would put what they call load coils on,
25 and that would actually improve the electrical

1 characteristics of the line so that the transmission, the
2 receiving and transmitting of voice signals, would be
3 improved.

4 It was a passive type of device. There was no
5 electricity involved in it. It was an impedance device that
6 would actually create a condition where the line could be
7 extended a little bit longer and still maintain relatively
8 normal telephone operating parameters. This is what I
9 indicated to Mr. Marino, that it might possibly be what I
10 was seeing on the line. I had no way to verify that,
11 though.

12 JUDGE CORBETT: One moment, please. We're off the
13 record.

14 (Pause in the proceedings.)

15 JUDGE CORBETT: We're back on the record.

16 BY JUDGE CORBETT:

17 Q. Mr. Giglio, you may proceed with your testimony.

18 A. The other parameter that was out of specification
19 was the transverse balance. This particular parameter is
20 important whenever you're looking at a line that does have
21 an impedance situation that was out of tolerance.

22 It could indicate that there is a possible splice
23 case that is open and exposing wires. It could be that
24 there's a possible deformation in the cable where it's bent
25 too tight or something like that. It indicates that

1 possibly there is something wrong with the cable itself.

2 There is an FCC regulation for this. It has to
3 fall within that FCC regulation to be in specification, and
4 it's out of specification. When I measured it in October of
5 2005 it was 42 dB, which isn't, you know, tremendously out
6 of specification, but it's out enough to indicate that there
7 is possibly something going on.

8 Q. What is the specification again if we missed
9 that?

10 A. Okay. The specification is it has to be 60 dB or
11 greater for frequencies below one kilohertz and 40 dB or
12 greater for frequencies between one kilohertz and four
13 kilohertz. There were other tests that were made, but they
14 were not, they were RF measurements that were made in the
15 premise and did not pertain to the telephone service.
16 That's basically what I found.

17 MR. MARINO: That's October?

18 THE WITNESS: In October, yes.

19 MR. MARINO: And then the other two.

20 BY JUDGE CORBETT:

21 Q. The RF, just for the record, what are the RF
22 tests that you performed?

23 A. I have two different instruments that I use for
24 measuring RF frequencies. I just want to preface--

25 Q. I'm sorry. For us laypeople, can you just

1 explain for us what the RF frequencies are?

2 A. Radio frequencies, which are the same frequencies
3 that cellular phones use, cordless phones, as well as every
4 radio TV transmitting device that's in the city. I wanted
5 to preface this by saying that Oakland is RF rich. There's
6 a lot of it in Oakland.

7 JUDGE CORBETT: I can imagine. For the record,
8 Oakland would be the Oakland section of the city of
9 Pittsburgh with a number of universities, hospitals, and
10 other institutions.

11 MR. MARINO: WQED as well.

12 A. So what we have here, when I was making the test,
13 I advised Mr. Marino, I said, you know, "It's not unusual
14 for me to see a lot of RF activity." Sure enough I saw a
15 lot of RF activity. However, there were some signals that
16 were very strong that were out of the normal range of RF
17 that I should have seen in his house.

18 That's about all the farther I could go with that
19 unless you want me to explain exactly what all that was.

20 BY JUDGE CORBETT:

21 Q. No, unless it has some bearing upon the
22 telecommunications.

23 A. No.

24 Q. Well, then that's for another forum and another
25 day, perhaps.

1 MR. MARINO: Do you need the December report?

2 JUDGE CORBETT: I have that.

3 BY JUDGE CORBETT:

4 Q. Does that then conclude your findings and what
5 you did so far as the telecommunications aspect of the
6 inspection on October 13th?

7 A. The thing that I didn't put in the report, only
8 because I couldn't substantiate it, was that I was witness
9 to hearing on the telephone line, I picked up his telephone,
10 picked up his telephone and there was a delay in dial tone
11 and I heard an FSK signal on the line.

12 Q. What is an FSK signal?

13 A. A frequency shift keying. That's a signal that's
14 used primarily by Duquesne Light and other utility companies
15 that transmits meter data.

16 Q. Over the telephone line?

17 A. Over the telephone line; correct. And I heard
18 that. I asked Mr. Marino, I said, "Do you have, you know,
19 like a remote water company device or gas company or
20 electric company?" In a lot of places they're putting these
21 in so they don't have to send meter readers out. He
22 indicated no. I did inspect his premise for something that
23 maybe he didn't even know about, and, sure enough, there was
24 nothing on either the electric, gas, or water metering.

25 Q. How would one recognize that particular signal on

1 the line?

2 A. The best way I can describe it is it's a low
3 screech followed by a click and a couple pops.

4 Q. All right. When you say there was a delay in
5 dial tone, how long of a delay would you say?

6 A. Three to five seconds, abnormally long I felt for
7 residential service.

8 Q. Anything else that you observed when you picked
9 up the line?

10 A. Yes. I then hung his phone up, disconnected his
11 telephone service from the line, and just had my test set on
12 the line because I wanted to duplicate this particular
13 event. After three or four attempts at getting a dial tone,
14 which I got immediately, the same thing happened.

15 Then I waited roughly ten seconds between each
16 on-hook/off-hook operation. When my test set went off hook
17 I got the same thing, I got the delay in dial tone, I got
18 the FSK signal, and then I got dial tone. I made a test
19 call to a silent termination, and in that silent termination
20 I actually heard people speaking on the line, cross talk.

21 However, when I went to actually test this with
22 my recording equipment, my testing equipment, I could not,
23 at this testing, I could not find the cross talk. It was
24 there, and then it left. As fast as I got my test equipment
25 out and hooked it back up again it was gone. So I couldn't

1 put it in the report because basically I couldn't test it so
2 I couldn't report it.

3 Q. All right. Did you observe anything else then?

4 A. That's it.

5 Q. Did you do any other testing on October 13th,
6 2005?

7 A. No, that is it.

8 Q. Okay. When was the next time Mr. Marino
9 contacted you and what did you do?

10 A. Mr. Marino contacted me in December. You have
11 that report as well. Sometime on or before December 12th, I
12 would say, again, a week before December 12th he contacted
13 me and asked me to come out and do another test. The
14 results were essentially the same.

15 Q. What you're reading from is a test report that
16 you prepared for Mr. Marino dated December 14th, 2005?

17 A. That's correct.

18 JUDGE CORBETT: We'll have this marked and identified
19 as Complainant's Exhibit 2.

20 (Whereupon, the document was marked as Complainant's
21 Exhibit No. 2 for identification.)

22 A. Everything was essentially the same except for
23 this time I did measure the cross talk. The reason Mr.
24 Marino called, he said again that he was having these clicks
25 and pops and he said that he was hearing people actually on

1 his telephone. When he picked the phone up, instead of
2 getting dial tone, he was actually hearing the conversation,
3 that someone was having a conversation with someone else on
4 his telephone line.

5 So when I went there the very first thing I did
6 was I connected up my equipment to try to measure if there
7 was any cross talk because that sounds to me like cross
8 talk. Sure enough I did observe that there was a 40 dB
9 cross talk level on his telephone line.

10 BY JUDGE CORBETT:

11 Q. This may be a difficult question to answer. But
12 a 40 dB level, how does that relate to a normal level of
13 conversation on a telephone line?

14 A. Normally anything above 60 dB would be considered
15 unacceptable. I'm sorry, Your Honor. I realize this is
16 getting technical. We're talking about negative numbers
17 here. So minus 40 is actually greater than minus 60. Minus
18 60 is less. Minus 40 is greater. So what I'm trying to say
19 here is that the cross talk level was higher than what
20 should have been expected to see.

21 The first time when I checked this back in
22 October when I did my cross talk check it was below 80 dB,
23 minus 80 dB. So I didn't even list it on the report because
24 it's insignificant. But this time it was at a minus 40 dB,
25 which is significant. All the other parameters that I found

1 in October were present again in December.

2 MR. MARINO: May I ask him to explain, so he knows
3 what dB is? Is that decibels?

4 THE WITNESS: Yes.

5 MR. MARINO: That's the decibel requirements of the
6 PJC of 15; correct? The minimum requirement is 15, not to
7 exceed 15 decibels?

8 THE WITNESS: There are rules and regulations in the
9 FCC that Verizon and every other utility company that it
10 complies with it's generally accepted at minus 60 dB is an
11 acceptable range, but minus 40 isn't.

12 MR. MARINO: So you were at the nonacceptable range
13 for out of code?

14 THE WITNESS: Right.

15 BY JUDGE CORBETT:

16 Q. Would you agree with that, Mr. Giglio, for the
17 court reporter?

18 A. Being out of code?

19 Q. What is the requirement?

20 A. The requirement is an acceptable range of cross
21 talk would be a minus 80 decibels, and, generally speaking,
22 in the trade minus 60 dB is fine, no one really complains.
23 But this was at a minus 40 dB, which is out of tolerance.

24 Q. Is there a standard that you can point to that
25 you can list for that requirement?

1 A. I have the FCC Rules and Regulations, Volume 10,
2 and it's in here.

3 Q. What section are you referring to, sir?

4 A. 68.308. There's several parameters here that
5 relate to cross talk, longitudinal imbalance, transverse
6 balance, and impedance. That whole section covers that, and
7 those are in there. I don't want to take the Court's time
8 to go through every single one.

9 MS. LOVETTE: May I see that, Your Honor?

10 JUDGE CORBETT: Sure. We'll give counsel an
11 opportunity to review it.

12 MR. MARINO: What he has is basically we were out of
13 the requirement of the PUC, the 15 decibel and a thousand
14 hertz; correct? I was in violation of them? They were
15 violating my phone services? You didn't meet the state
16 requirements of 15 decibels?

17 JUDGE CORBETT: Give him that-- You're asking him a
18 number of questions.

19 MS. LOVETTE: Can we hold on a minute?

20 JUDGE CORBETT: Yes. Give counsel an opportunity to
21 review the CFR.

22 (Pause in the proceedings.)

23 JUDGE CORBETT: We're back on the record at this
24 point.

25 BY JUDGE CORBETT:

1 Q. Mr. Giglio, what other findings did you make from
2 the December 12th, 2005, inspection?

3 A. As far as the telephone wiring was concerned and
4 the telephone service from Verizon, essentially that is it.
5 I did take some more RF readings and found some other
6 things. I brought some other equipment with me. But that
7 doesn't pertain to this.

8 The only other thing that I can comment on is
9 that while I was there Mr. Marino made a phone call and he
10 said during the course of this phone call, he says, "Listen
11 to this." He handed me the telephone, and I did hear
12 voices, actually a communication with someone else in the
13 background. He recognized the voices, I didn't. I have no
14 idea who they are.

15 Q. It was a conversation?

16 A. It was a conversation, yes.

17 MR. MARINO: If you allow me, I can add into the
18 record--

19 JUDGE CORBETT: No. One witness at a time. I want to
20 keep in order.

21 BY JUDGE CORBETT:

22 Q. That concludes then your findings then on
23 December 12th?

24 A. Yes.

25 Q. Okay. When was the next time that you were

1 contacted by Mr. Marino?

2 A. The next time was January 12th, 2006. Mr. Marino
3 again contacted me a week or ten days before this and asked
4 that I would come out and do another inspection. Again, the
5 readings were essentially the same except the line impedance
6 was actually different, it had changed. It was still out of
7 range.

8 Q. Well, what was different about it? Explain that.

9 A. Prior to this the line impedance I read was 1,220
10 ohms and the line impedance in January was 1,410 ohms, which
11 is different, not that significantly different, but
12 different. I did notice that the cross talk had gone up to
13 a minus 35 dB, which is more.

14 Q. I'm sorry to jump back to the impedance again.
15 What effect does that have on the telecommunications?

16 A. Well, in a normal situation that would indicate
17 that possibly there was some more line conditioning that was
18 put on the telephone line to improve his service. It could
19 also indicate that there is another device on the line.

20 When I disconnect all of Mr. Marino's inside
21 telephone wiring and I'm at the NID I shouldn't be reading
22 that kind of a reading on the telephone line unless there is
23 some line conditioning equipment or, as Mr. Marino firmly
24 believes, there is someone that has an illegal line tap on
25 his line.

1 Q. The NID is the network interface device?

2 A. Yes, sir.

3 Q. And am I correct in understanding that that is
4 where the facilities of the telephone company meet the
5 inside wiring of the house?

6 A. That's correct.

7 Q. So once you disconnect something at the NID then
8 you are directly into the telephone system, the facilities
9 of the telephone company?

10 A. That's correct. There's no longer any wiring in
11 the telephone, in the house, that is being taken into
12 consideration on the telephone line.

13 Q. Okay. With the type of impedance that you
14 discovered, would that be consistent with some type of
15 corrective action that Verizon would be taking in response
16 to Mr. Marino's complaints about interference on his line?

17 A. With what Mr. Marino was complaining about, no,
18 it would not.

19 Q. Why is that?

20 A. Well, if he was complaining about he couldn't
21 hear on the line or people couldn't hear him on the line
22 then I would expect this kind of a response from Verizon.
23 But that's not what he was complaining about. He was
24 complaining about cross talk, clicks, pops, screeches, and
25 noise on his line.

1 If Verizon did this in response to that, that
2 would actually make it even more so than less. So it would
3 be an improper response if Verizon would have done that, if
4 they would have changed that.

5 That's it. Basically I did another RF sweep of
6 the home and found some other things in the home. But that
7 had nothing to do with the telephone wiring.

8 Q. In your years of experience in telecommunications
9 have you run into this type of problem before?

10 A. Yes.

11 Q. That Mr. Marino has experienced here?

12 A. Yes.

13 Q. And have you, as part of your business,
14 undertaken any type of corrective action to eliminate or
15 dampen these problems?

16 A. Yes.

17 Q. And what type of corrective action have you
18 taken?

19 A. On three separate occasions we removed telephone
20 listening devices that were on the premise of the customer,
21 not outside of the customer, but on the premise of the
22 customer.

23 Q. And were there any type of-- In addition to
24 telephone listening devices could these types of problems be
25 caused by any type of other situations?

1 A. If you have telephone equipment inside the home
2 that is out of tolerance this could very easily mimic this
3 kind of a problem. Also, it was a very common practice, a
4 Bell Telephone practice, for wiring to not go directly from
5 a person's premise to the central office.

6 Oftentimes they would run a cable and they would
7 run it into commercial buildings, in and out of a commercial
8 building, simply because a commercial building would require
9 more telephone connections than the residence. So it was
10 very common practice for this to occur.

11 Therefore, when I take readings like this I take
12 that into consideration, how long or how far away from the
13 central office are we and can there be commercial buildings
14 that may have this cable running through it which would
15 indicate a long line run.

16 On several occasions I've responded to other
17 clients that have complained about something like this and I
18 found that to be the case. Verizon, for the most part, was
19 forthcoming and said, oh, yeah, we've got a long line run or
20 we've got conditioning equipment, or we've got this, that,
21 and the other on it.

22 That basically resolved the problem because then
23 they knew what to do. But in that particular case when
24 these findings were presented I'm not sure what Verizon,
25 what corrective action Verizon took.

1 Q. You indicated, if I understand your testimony
2 correctly, that this type of interference could be
3 occasioned by a long line running through a commercial
4 building?

5 A. That's correct.

6 Q. Could the same thing occur by long line running
7 of, by buildings with, let's say, heavy electrical
8 instrumentation?

9 A. Not really. The telephone company employs a
10 screening on their cables. It's a shielding on their cables
11 which minimizes the interference from electrical generating
12 equipment to a good degree. As a matter of fact, the
13 circuit noise, if you look at that in the report, is a
14 direct response to that.

15 The circuit noise, I'm sorry, I said circuit
16 noise, it's power line influence. The power line influence
17 is very normal. As a matter of fact, it's kind of even low
18 for that particular area. I would have expected a little
19 bit greater. But the power line influence was very low,
20 which indicates to me that their grounding of their facility
21 is adequate and is continuous.

22 Q. All right. Did you sweep the premises of Mr.
23 Marino for any type of telephone listening devices?

24 A. Yes, I did.

25 Q. Did you find any?

1 A. None.

2 Q. Looking at your report of January 12, 2006, what
3 findings did you make that were outside of what you would
4 consider to be normal and standard?

5 A. The line impedance was 1,410 ohms measured, and
6 the cross talk was actually higher at minus 35 dB. There
7 was some circuit noise, but circuit noise is a very
8 difficult thing to nail down. As I didn't find it on the
9 other two inspections, I would say that it was probably a
10 transient thing that could have been anything.

11 It could have even been a Verizon employee
12 working on a pole or something like that quite a distance
13 from where we were not observable. So it could have been
14 anything. But that reading is higher than the
15 specification, but it's not that great that it would cause
16 any kind of a difficulty.

17 Detecting this on a telephone line would require
18 amplification. You wouldn't hear it. The normal person's
19 hearing would not hear that.

20 JUDGE CORBETT: I may have neglected to do this. But
21 we'll have the report of Americom, the inspection performed
22 on January 12, 2006, marked as Complainant's Exhibit 3

23 (Whereupon, the document was marked as Complainant's
24 Exhibit No. 3 for identification.)

25 BY JUDGE CORBETT:

1 Q. Is there anything else then, Mr. Giglio, that I
2 should be aware of in this report or any of the three
3 reports that you think is significant?

4 A. The two times that Mr. Marino called he called
5 from his telephone service at his house and there was a lot
6 of noise on the line, clicks and pops. As a matter of fact,
7 he interrupted the conversation several times and said, "Did
8 you hear that; did you hear that?" Of course I did. Then
9 from that time on, I would say from the December report on,
10 he's contacted me by way of his cell phone because there was
11 definitely something going on on his telephone line.

12 I would like to say that I did contact or was in
13 contact with Tom Cassidy from Verizon and John Lewandowski.
14 These are both Verizon security. I was asked to talk with
15 them. Mr. Marino asked me to talk with them. He had been
16 in contact with, I believe, Tom Cassidy. They wanted me to
17 explain the situation, and I basically gave them the context
18 of the report that you have in front of you.

19 At that point they said that they would look into
20 it, and that was the last conversation that I had with them.

21 Q. Have you had any further inspections or reasons
22 to communicate with Mr. Marino since January 12th, 2006?

23 A. No other inspections. We have talked several
24 times on the phone regarding this particular procedure, but
25 no inspections.

1 Q. During your conversations with Mr. Marino since
2 January 12, 2006, over the phone have you noticed any
3 further continuation of the problems that Mr. Marino has
4 described?

5 A. When Mr. Marino communicates with me now he uses
6 his cell phone. I hear no noise at all on that.

7 Q. All right. Do you have anything else to add, Mr.
8 Giglio, that I may have missed?

9 A. No, sir, I think that's it.

10 JUDGE CORBETT: Mr. Marino, do you have any further
11 questions of your witness?

12 MR. MARINO: Yeah. Am I permitted to ask them?

13 JUDGE CORBETT: Absolutely.

14 MR. MARINO: Cross-examine?

15 JUDGE CORBETT: This is not cross-examination. This
16 is direct examination. It's your witness.

17 MR. MARINO: Not that he made a mistake. I'm
18 scheduled to have him -- we've talked several time in the
19 past weeks -- to come back and perform another inspection.

20 JUDGE CORBETT: All right. Well, the thing is, at
21 this point do you have any questions of Mr. Giglio?

22 MR. MARINO: Yeah.

23 DIRECT EXAMINATION

24 BY MR. MARINO:

25 Q. With your expertise you would say that on these

1 three occasions on record that you've come to my home that
2 you found me being provided with improper transmission
3 requirements that's required by the state and FCC?

4 A. Yes.

5 MR. MARINO: I have no further questions.

6 JUDGE CORBETT: All right. Ms. Lovette, do you have
7 any cross-examination?

8 MS. LOVETTE: Yes, I do.

9 JUDGE CORBETT: All right.

10 CROSS-EXAMINATION

11 BY MS. LOVETTE:

12 Q. First of all, I'd like to know whether you're
13 being paid to testify today by Mr. Marino.

14 A. Yes.

15 Q. And were you paid each time you came to Mr.
16 Marino's house and conducted tests and wrote a report?

17 A. Yes.

18 Q. Have you testified at Public Utility Commissions
19 in the past?

20 A. Yes.

21 Q. About how many times?

22 A. Twice before.

23 Q. And were you testifying for telephone customers
24 or for the telephone company?

25 A. Once for the telephone company; once for a

1 customer.

2 Q. If I can take you back through these reports, I'd
3 like to know what kind of equipment you used to test for
4 circuit noise. What's the name of the equipment?

5 A. I used a variety of equipment. I used--

6 Q. Specifically at Mr. Marino's.

7 A. Yes. A Harris FDBM2B, a Triplet Model 5, and a
8 Dynatel -- let me get the exact number on that -- 945 DSP.
9 I'm sorry.

10 Q. Is that the same equipment you used to measure
11 for transverse balance?

12 A. Yes.

13 Q. And line influence?

14 A. Yes.

15 Q. Line impedance?

16 A. Yes.

17 Q. What about cross talk?

18 A. Yes.

19 Q. When you measure cross talk how is that measured?
20 How do you measure the level of cross talk? I'm not exactly
21 sure how that--

22 A. My instrument dials up a silent termination. A
23 silent termination should provide me with a reading which is
24 normally 60 to 80 dB below zero, which is a minus figure.
25 The meter actually prints out what the cross talk noise is

1 and what the cross talk level is. The first time I came to
2 Mr. Marino's I didn't see anything out of the ordinary, but
3 on the January visit there was a minus 35 dB, which
4 indicates a high level of cross talk.

5 On a silent termination it should be silent. You
6 should hear absolutely nothing. There should be no noise at
7 all if the line is properly balanced and everything is
8 working properly. However, on two occasions, on the
9 December report and on the January report, there was an
10 indication of cross talk.

11 Q. This equipment that you used the Harris piece of
12 equipment, the Triplet, and the Dynatel, how old is that
13 equipment? When did you purchase those things?

14 A. The Triplet was purchased in 1998, the Harris was
15 purchased in 1995, and the Dynatel was purchased in 2004.

16 Q. How do you maintain that equipment?

17 A. Every year they're sent in to the manufacturer
18 for recalibration.

19 Q. That equipment is electrical?

20 A. Yes.

21 Q. Could it be impacted at all by any electrical
22 equipment in the area from the university or buildings in
23 the area that might have, hospitals that might have
24 electronic equipment?

25 A. The equipment is shielded. It has a-- I have to

1 ground the equipment when I use it so that the shielding is
2 continuous with the telephone company provided ground. So
3 that I would say that the only way that it could be impacted
4 is if the generating equipment was right next to it. I
5 would have to be within a foot of the actual generating
6 equipment for it to impact the measurements.

7 Q. The FSK signal, you said you asked Mr. Marino if
8 there was anything from another utility taking meter
9 measurements.

10 A. Uh-huh. No. I'm sorry. Not taking my
11 measurements. The utility companies; specifically, Duquesne
12 Light and Columbia Gas and Equitable Gas, instead of sending
13 meter readers out they put devices on their metering
14 equipment to transmit to them by way of radio waves what the
15 meter readings are.

16 Generally speaking, this kind of equipment uses
17 that kind of protocol, FSK. It's an old Bell Telephone
18 protocol as a matter of fact, the FSK. Duquesne Light uses
19 SCADA equipment, which is they put this on their substations
20 and on their transformer vaults to monitor their usage and
21 other various levels in a substation.

22 It's all done on FSK protocol, and that's what I
23 heard on his telephone line, not that anyone else was
24 measuring his telephone line, but that I asked him if
25 possibly one of the utilities may have had a device which

1 would indicate to me that it was working improperly. You
2 shouldn't hear that on the line.

3 Q. It was Mr. Marino's opinion that there was no
4 device or did you actually inspect to see if there was a
5 device?

6 A. He told me that he did not believe that anyone
7 had put anything on his line, and I went out and actually
8 inspected it to make sure that there was nothing on the
9 line. Not that I didn't believe him, but sometimes the
10 utility company will come and do things when you're not at
11 home and don't tell you. So we just went ahead and did the
12 inspection.

13 Q. Was there any other place that the utility
14 company could have put something like that where you
15 wouldn't have seen it?

16 A. Not on his house, no. They always put it in the
17 exact same place, right next to the meters.

18 Q. Is there anything else that could have caused
19 that FSK signal besides another utility doing a meter
20 reading?

21 A. In my experience, burglar alarm systems will do
22 that and an improperly working fax machine will do that. I
23 disconnected both of them and still observed that FSK
24 signal.

25 Q. Can an FSK signal come from something that the

1 telephone company is doing?

2 A. Possibly.

3 Q. What would that be?

4 A. If the telephone company is using remote
5 controlled devices in their, if there's a slick presence
6 somewhere-- Okay. We're getting into some technical things
7 here. Not every telephone line goes directly from the
8 telephone company to the premise. Sometimes they employ a
9 gain pair device or use something called T1 or T3 where they
10 actually use four wires and give you 24 circuits.

11 Sometimes the telephone company will employ some
12 monitoring equipment to verify that the batteries are
13 working, that the power is working, that there's no alarms
14 in their system, and they could possibly be using an FSK
15 device for that. I would think not simply because it's
16 really, really old technology, but I'm not privy to what the
17 phone company is using today.

18 Q. When you tested the call to the silent terminal
19 and you heard cross talk on the line was the level of the
20 cross talk so loud that you could not have heard a
21 conversation going on if you were talking to someone?

22 A. No.

23 Q. It was not abnormal?

24 A. It wasn't like a roar or anything like that. You
25 could have talked over it very easily.

1 Q. The FCC regulations that you were referring to
2 that you let me look at were from July 1977. Do you happen
3 to know if there's an updated version of those?

4 A. That's it, still enforced.

5 Q. Now, in December also when you heard the cross
6 talk on the line you said that in December Mr. Marino handed
7 you the phone and you heard somebody talking. What kind of
8 phone was it that he handed you when you heard that cross
9 talking?

10 A. Okay. Let's separate the cross talk out from the
11 actual conversation. When I say cross talk, I measure cross
12 talk, I don't hear cross talk, I measure cross talk. When
13 he handed me the telephone he handed me a corded telephone,
14 which I believe is a Panasonic phone.

15 MR. MARINO: Yeah, a Panasonic.

16 A. A desk corded phone. He handed me the telephone.
17 There was someone else actually talking to someone else, not
18 the conversation he was having, but someone else.

19 BY MS. LOVETTE:

20 Q. That's not what you call cross talk?

21 A. That could be considered cross talk, but it would
22 be way out of proportion. It sounds more like someone
23 actually -- I'll use another technical term -- split pair.
24 This is an occasion where a telephone line leaving a premise
25 gets into a splice case and a splicer may have made a

1 connection to that splice and could have split the pair.

2 In that situation you can have a conversation
3 going on on one person's telephone line and you can hear it
4 on another person's telephone line just like they were on
5 the same line. But in reality only one-half of that line is
6 actually connected in. That's the kind of conversation that
7 I was hearing from Mr. Marino's telephone.

8 Q. Something like that, could that be caused by a
9 third party tampering with Verizon's equipment?

10 A. Absolutely.

11 Q. Now, you were talking about possible reasons,
12 possible things that could be causing the abnormalities that
13 you say you detected.

14 A. Yes.

15 Q. And you said one of those could be a line not
16 running directly from the customer's house to the central
17 office?

18 A. That's correct.

19 Q. Other than that, let's say hypothetically the
20 line does run directly from the customer's house to a
21 central office and does not cut through any other buildings,
22 what else could cause the problems that you say you
23 detected?

24 A. Two primary things, actually three primary things
25 could be the cause. As far as Verizon is concerned, it

1 could be a very long line going from the customer's premise
2 to the central office. The other thing is that Verizon
3 could have put some conditioning equipment on the line, such
4 as a load coil, which is a device that's used to improve
5 transmission quality. And the third could be that a device
6 was improperly on the line provided by a third party outside
7 of Mr. Marino's home.

8 Q. Other than those three things, is there anything
9 else that you can think of?

10 A. Not in my experience, no.

11 Q. When you called Mr. Giglio (sic) or when he
12 called you and you said you heard clicking and popping was
13 that noise so loud that you couldn't have a normal
14 conversation?

15 A. Yes.

16 Q. What date was that?

17 A. That would be prior to the December 12th meeting
18 or inspection. So it would be a week to ten days before
19 that. So it could be like around December 3rd or 4th or
20 something like that.

21 Q. I'd just like to ask one final question of you.
22 In your opinion, if Verizon had taken off all of the excess
23 wires, had taken off any load coils, and the line was
24 running directly from Mr. Marino's house to the central
25 office, Verizon had eliminated any bridges on the line and

1 had pretty much taken off anything excess to shorten the
2 line as much as they possibly could, would the trouble that
3 you said you detected on the line have been caused by a
4 problem with Verizon's service?

5 A. Not necessarily. I would say that that would be,
6 the way it should have been handled would have been just as
7 you described and it should have resolved the problem. So I
8 would say-- I want to say that that's a possibility, but
9 not knowing the line parameters, the distance and so on,
10 it's hard for me to say that just taking off the load coils
11 and taking off the bridges and taps would have resolved the
12 problem.

13 It could be something else. It could be a bad
14 spot someplace, too. But, yes, I would say 99 percent sure
15 that that should have eliminated all of his problems.

16 MS. LOVETTE: No further questions.

17 REEXAMINATION

18 BY JUDGE CORBETT:

19 Q. Mr. Giglio, I have a question for you or two. Do
20 you know where the central office is located that serves Mr.
21 Marino?

22 A. Yes.

23 Q. Where is that?

24 A. It's roughly six or eight blocks from his house.

25 Q. Would you consider that a long line to the

1 central office?

2 A. Not abnormally long. It is long, but it's not
3 abnormally long, not long enough to cause the problems that
4 he's having on his phone.

5 Q. In number of feet, how long would you say that
6 that would be from his house to the central office?

7 A. Going by my readings, I think I pinpointed that
8 to be somewhere around 1,800 to 2,000 feet.

9 Q. And what would we, the normal length of the line,
10 line or loop-- Would that be a loop?

11 A. Well, there is no specification as to what a
12 normal line loop would be simply because the telephone
13 company has a prerogative to extend it out 10,000 feet if
14 they want to. They would use conditioning equipment to
15 improve the transmission characteristics of the line. So
16 for me to try to offer testimony that it's normal or
17 abnormal, it wouldn't be precise.

18 Q. Fair enough. One moment. Between Mr. Marino's
19 house and the central office, would you consider that area
20 to be a normal residential area?

21 A. I think it would be classified as partly
22 residential/partly commercial.

23 Q. That's something you would find in an urban
24 environment?

25 A. Absolutely.

1 Q. Are there, to your knowledge, any unusual
2 electronic businesses or institutions between Mr. Marino's
3 home and the central office?

4 A. Not that I'm aware of. He is in direct line of
5 sight of the Cathedral of Learning which has a government
6 facility on its roof, but that's RF and not--

7 Q. Okay. But would that be between his residence
8 and the central office?

9 A. No, it would not be.

10 JUDGE CORBETT: Thank you, Mr. Giglio. Mr. Marino, do
11 you have any further direct examination of your witness?

12 MR. MARINO: Yeah.

13 REDIRECT EXAMINATION

14 BY MR. MARINO:

15 Q. I want to touch on base of the questions that
16 were asked regarding if this was eliminated, that was
17 eliminated, mentioning listening device, and then Verizon.
18 You attested to me and stated that if bridges are taken off
19 and things shortened that a third party, correct or
20 uncorrect me, if there is a third party or a Verizon
21 personnel that's illegitimately corrupt, assisting a third
22 party, which they have three branches of security, wouldn't
23 that be the responsibility of Verizon to address and
24 correct?

25 MS. LOVETTE: I object to that question, Your Honor.

1 That's outside the scope of Mr. Giglio's knowledge base.

2 A. I wouldn't know.

3 JUDGE CORBETT: He said he didn't know. The objection
4 is sustained.

5 BY MR. MARINO:

6 Q. The other question. You had replied if they
7 corrected this and did this, shortened this and the loop, we
8 do not have a map of the loop that I'm supposed to meet of a
9 thousand hertz; correct? That's the requirement by the
10 state. Even if they would correct something one day, if
11 there was a third party involved, isn't that possible that
12 that apparatus could be placed back?

13 A. Yes.

14 Q. Is it a considerable amount of time or is it a
15 short time? It would be what?

16 A. With everything as your little device there for
17 your recorder is a plug in and go, it would be the same
18 situation.

19 Q. So the questions that the defense attorney asked
20 you that if they addressed this and addressed that, if the
21 end result is a third party fooling with Verizon's equipment
22 it wouldn't be a matter of plugging this in and then placing
23 back the device?

24 A. Yes.

25 Q. So more than likely, if there is this kind of

1 situation and the third party is aware of what Verizon has
2 taken as action and they're taking it off and placing it
3 back. So that's a possibility?

4 A. I'm not sure I understand the question.

5 Q. What I'm saying is, the problem of the, out of
6 the specification, we're dealing with specification and what
7 the results are, of course the line tampering and listening
8 device is not handled by this judge, but it causes the
9 improper transmission requirement.

10 If Verizon is addressed and they make a
11 correction, this third party, to place that back as a matter
12 of plugging something back into a jack, so it can be quickly
13 done and would cause a nuisance and numerous amount of
14 reports?

15 A. Yes.

16 Q. So we have two aspects that if they're addressing
17 something, which we have no confirmation but verbal, that
18 the third party that she asked you touching Verizon's
19 equipment, which would be no theft of mine on their part,
20 can easily plug this device or apparatus as quick as you
21 plug in a phone?

22 A. Yes.

23 Q. So we have that on the record to the situation of
24 the question asked that if this is corrected, the bridge or
25 whatever. One other question. In your report -- the

1 Honorable Judge has it and the defense -- you stated
2 possible suggestions that you were advising me to address to
3 Verizon that the possible line impedance that would be so
4 out of range in the state recommendation/requirements would
5 be a bridge telephone service.

6 Now, would you say as a professional that what
7 you observed picking up my phone, hearing people physically
8 talk -- we would consider it cross talking -- you would say
9 that that would be a bridge telephone service?

10 A. In my opinion and my experience, I would say that
11 there is definitely something wrong with the telephone line.

12 Q. Great. The other question. You were mentioning
13 about double pole or single throw, that this evidence that
14 we collected as a bridged line that you witnessed on the
15 phone, what would that be? What is it called, a single pole
16 throw, or how did you state that?

17 A. I don't think I used those terms at all.

18 Q. You said the phone had a split pair or something?

19 A. Split pair. Okay.

20 Q. So to cause that to pick up the phone, actually
21 that I reported in to them, and hear a conversation on the
22 phone without dialing, that would be defined as what? I
23 want it on the record.

24 A. It could be a bridge, which is a direct
25 connection to the telephone line leaving your house, or it

1 could be a split pair.

2 Q. Split pair causing the out of state requirements
3 for phone service?

4 A. A split pair can cause all kind of crazy
5 readings, yes.

6 Q. Now, this split pair, is that something close to
7 where my phone, where it leaves the property outside at the
8 junction box or can it be anywhere in the mile radius of the
9 central office?

10 A. Okay. Two answers to that question. The first
11 answer is it could be anywhere. Second of all, when I
12 measured it I measured it about 1,000 feet from your house.

13 Q. Correct. Can you attest that to the Court that
14 my loop current and the distance that you measured that that
15 split pair, correct, is near my home in distance because you
16 got to figure that you called cable, feet and cable?

17 A. Well, it's either a bridge or a split pair and
18 it's within a thousand feet of your home, yes.

19 Q. Including the distance from leaving the base
20 terminal, as you explained to the judge, and going up the
21 street to the pole?

22 A. Yes, and wherever that cable goes; correct.

23 Q. So the adjoining properties, which two are
24 residential homes -- of course, the technician here who
25 actually was there, he knows -- that there was a test on the

1 court and record that there is three apartment buildings on
2 the side of my property with different units that, from my
3 face plate two doors up, that would be in the distance where
4 these apartment buildings are and it's possible that this
5 bridge or split pair could be arranged?

6 A. If they're within a thousand feet, yes, I would
7 say so.

8 Q. Okay. We know on record that the remaining homes
9 are residential and that anything that would be split paired
10 are to the apartment buildings adjoining my home on the
11 side, which are roughly a thousand feet, including the
12 cable, you sort of speak. If this perpetrator, if it is, or
13 how it's happening is disconnecting something and placing it
14 back that when the Verizon personnel test the line it would
15 read proper?

16 A. Well, I can't speak to the competence of Verizon
17 other than they don't send people out that don't know what
18 they're doing. These people are well trained. I would
19 think that a Verizon technician could easily spot a split
20 pair. He would not, however, be able to spot a bridge if
21 someone disconnected the equipment from it.

22 Q. Okay. So we are verifying the improper
23 requirements, they're not. But yet, as I had given to
24 Verizon, I have them on recorded conversation admitting in
25 listening to the click. The defense attorney listened to

1 it. So the burden of the proof, sort of speak, that's what
2 this case is going to be based on, is that we found the out
3 of state requirements for phone transmission, they haven't.

4 Would you say on this record that, yes, they are
5 trained, they should find that, that there is some kind of,
6 not neglect, improper action taken to define what the heck
7 is going on on this telephone service--

8 MS. LOVETTE: I object to that question.

9 BY MR. MARINO:

10 Q. --that something is not being done proper to
11 identify it?

12 JUDGE CORBETT: Your objection is sustained. Reask
13 your question.

14 MR. MARINO: I'll rephrase it.

15 BY MR. MARINO:

16 Q. What I'm saying is, would you attest in your
17 experience that something is not being done properly to find
18 the improper phone service--

19 MS. LOVETTE: I object to that question. He's talking
20 about this man's opinion of what Verizon has done.

21 MR. MARINO: That's not opinion, it's a fact.

22 JUDGE CORBETT: No, it's not. He hasn't testified as
23 to what Verizon has done. The objection is sustained.

24 BY MR. MARINO:

25 Q. You finding what you did, is that something

1 simple that should have been caught right away, verified?

2 A. I think I addressed that in my previous answer.
3 But if it was a common line split, split pair, yes, it would
4 have very easily been found. However, if it was a device
5 that was disconnected from the line when the repairman was
6 there, he would have no way of knowing it.

7 Q. Correct. But that doesn't mean that I have to
8 pay a private firm to find it?

9 JUDGE CORBETT: That's argumentative.

10 BY MR. MARINO:

11 Q. I have one other question again to this court
12 date. You as a professional state to the facts you provided
13 that I've been on these three occasions provided with out of
14 state requirement phone service, not meaning the FCC and the
15 Public Utility Commission. Is that correct?

16 A. Within the parameters of my report, yes.

17 Q. And that the question about cross talk, that if
18 you could communicate, that any kind of disturbance
19 shouldn't have been on the phone? By guidelines, you should
20 not have any kind of static or cross talk enough for you to
21 be annoyed on the phone?

22 A. That's kind of a nebulous question simply because
23 the nature of telephone service is exposed to the
24 environmental conditions that you have. For instance, let
25 me just give an example so you understand what I'm trying to

1 say here.

2 If you have a police car going down the road and
3 he keys his mic and starts to transmit, it could very well
4 be a possibility that it could impede on your telephone
5 service. So what I'm trying to say, it's a possibility that
6 the cross talk is a result of some problem on the telephone
7 line. It can also be a result of external forces.

8 Q. In your opinion, that needs to be addressed and
9 corrected; correct?

10 A. Something has to be done. Your telephone service
11 isn't right.

12 Q. Right. So we're on the same that there isn't a
13 problem/there is a problem, it is existing, we verified it,
14 that the other party has not identified, which is fair
15 enough to speak? We found that there is a problem. The
16 defense says there's nothing. They state that they've done
17 this and done that, but the problem still exists and we do
18 not have any evidence of them correcting it?

19 JUDGE CORBETT: I think, Mr. Marino, that your witness
20 has testified several times that he found problems that he
21 believes are outside standard specifications. So I think
22 that's as far as we can take that.

23 MR. MARINO: Right. I have no more questions.

24 JUDGE CORBETT: Do you have any further cross-
25 examination, Ms. Lovette?

1 MS. LOVETTE: I do not.

2 JUDGE CORBETT: Thank you very much, Mr. Giglio. At
3 this point, Mr. Marino, do you have any other witnesses or
4 anything else you want to present? Oh, wait one minute.
5 Any objection to the admission of Complainant's Exhibits 1,
6 2, and 3?

7 MS. LOVETTE: No objection.

8 JUDGE CORBETT: They will be so admitted.

9 (Whereupon, the documents marked as Complainant's
10 Exhibit Nos. 1, 2, and 3 were received in evidence.)

11 JUDGE CORBETT: Any further witnesses or testimony at
12 this point, Mr. Marino?

13 MR. MARINO: No. We basically confirmed everything,
14 Your Honor.

15 JUDGE CORBETT: All right. What do the parties want
16 to do so far as a lunch break is concerned?

17 MR. MARINO: I'd like to take a 15-minute recess.

18 JUDGE CORBETT: Well, I think everybody is nodding
19 they need to take a break. Do you want to take a lunch
20 break or do you want to take just a 15-minute break?

21 MR. MARINO: Half an hour for lunch is okay?

22 MS. LOVETTE: I would rather take a lunch break rather
23 than a 15-minute break.

24 JUDGE CORBETT: Let's do this. It is now I have about
25 22 minutes after 12. Let's break until 1:30.

1 (Whereupon, a lunch break was taken from 12:21 p.m.
2 and the proceedings resumed at 1:30 p.m.)

3 JUDGE CORBETT: Are there any matters we need to
4 attend before we resume testimony? Hearing none, Ms.
5 Lovette, do you have witnesses to present?

6 MS. LOVETTE: I do. The first witness I'd like to
7 call is Lynn Weber of Verizon, Pennsylvania.

8 JUDGE CORBETT: Would you come forward, please. Bring
9 with you any papers you may need to testify. Would you
10 raise your right hand, please, and be sworn.
11 Whereupon,

12 LYNN WEBER,
13 having been duly sworn, testified as follows:

14 JUDGE CORBETT: Please have a seat. Now, would you
15 begin, please, by giving us your full name. Spell your last
16 name for the court reporter, please.

17 THE WITNESS: Lynn Weber, W-e-b-e-r.

18 JUDGE CORBETT: Ms. Lovette, you may proceed.

19 DIRECT EXAMINATION

20 BY MS. LOVETTE:

21 Q. Lynn, could you please give us your business
22 address.

23 A. 6417 Dahlem, D-a-h-l-e-m, Place in Pittsburgh,
24 15206.

25 Q. By whom are you employed and in what capacity?

1 A. Verizon Communications, local manager.

2 Q. What department is that that you're a local
3 manager of?

4 A. Installation and maintenance.

5 Q. How long have you worked for Verizon?

6 A. Seven years.

7 Q. And in that seven years have you held any other
8 positions with the company?

9 A. Besides the outside manager capacity I was an
10 inside supervisor as well with the dispatch center.

11 Q. For how long?

12 A. Two and a half years.

13 Q. How long have you held the current position that
14 you have?

15 A. At this current location it's been a little over
16 a year.

17 Q. And where was the other location that you worked
18 at?

19 A. Robinson. Well, before it was the dispatch
20 center in Bellevue and Greensburg, and then before that I
21 was outside. It was in Robinson.

22 Q. Okay. Can you please describe what the nature of
23 your current job responsibilities are?

24 A. Currently I'm responsible for the 17 installation
25 and maintenance technicians that fix customers' home

1 telephone service as far as their development, looking at
2 the work that they're assigned. What else do I do. I
3 handle customer complaints and basically a lot of
4 administrative tasks.

5 Q. Is your office the office that would handle
6 complaints coming from a customer in Mr. Marino's
7 neighborhood?

8 A. Yes, it is.

9 Q. Are you authorized to testify on behalf of
10 Verizon Pennsylvania in this proceeding?

11 A. Yes, I am.

12 Q. Okay. Now, in the normal course of its business
13 activities does Verizon Pennsylvania keep records with
14 respect to its customers' telephone accounts?

15 A. Verizon does keep records in the manner that they
16 should in accordance with all the regulations.

17 Q. And in your position with the company do you have
18 access to those records?

19 A. Yes, I do.

20 Q. Do you use those records and review them on a
21 regular basis?

22 A. Yes, I do.

23 Q. Have you reviewed the records associated with Mr.
24 Marino's account?

25 A. Yes, I have.

1 Q. Now, just tell me in general, when a customer
2 calls the company's repair department and reports that there
3 is a problem occurring with their service, what kind of
4 records does the company create?

5 A. Whenever a customer calls repair they enter into
6 the system a trouble ticket, and then from a trouble ticket
7 a repair ticket is generated which includes the time and
8 date that the customer called and the type of trouble that
9 they're reporting.

10 Q. Is there any other information that's contained
11 on these repair tickets?

12 A. The repair tickets would also show what action
13 the company took as far as tests. There's an automated test
14 that runs whenever the customer calls in that's run from the
15 central office. Then after the ticket has been actually
16 closed, whether it required a dispatch out or a dispatch in
17 or if the customer called back in to cancel or something, it
18 would also reflect that. Then if a technician did go out it
19 would detail what the technician did when he went out.

20 Q. So if a technician goes out and they take any
21 action with regard to the phone is that recorded on these
22 repair tickets?

23 A. Yes, it is.

24 Q. Have you reviewed the repair tickets associated
25 with Mr. Marino's account?

1 A. Yes, I have.

2 Q. Do you also sometimes refer to those as repair
3 reports? Is that term interchangeable with tickets?

4 A. Uh-huh.

5 JUDGE CORBETT: You'll have to say yes or no for the
6 court reporter.

7 THE WITNESS: Yes. Sorry.

8 BY MS. LOVETTE:

9 Q. Were you present to hear the testimony of Mr.
10 Marino and Mr. Giglio this morning?

11 A. Yes, I was.

12 Q. And are you familiar with the dispute that Mr.
13 Marino has raised with regard to his phone service?

14 A. Yes, I am.

15 Q. If you could confirm for me for the record, does
16 Verizon Pennsylvania currently provide telephone service to
17 Mr. Marino?

18 A. Yes, they do.

19 Q. Do you happen to have an address where that
20 service is provided and a telephone number associated with
21 his account?

22 A. Yeah. The telephone number is (412) 682-6733,
23 and the address is 3324 Dawson Street, Pittsburgh.

24 Q. After having reviewed the repair records for his
25 account, can you tell me how many times Mr. Marino has

1 contacted Verizon Pennsylvania's repair department since
2 about January of 2004?

3 A. It has been 75 times.

4 MS. LOVETTE: At this time, Your Honor, I would like
5 to refer to an exhibit that I premarked Verizon Pennsylvania
6 Exhibit Number 1.

7 JUDGE CORBETT: It will be so marked and identified.
8 (Whereupon, the document was marked as Verizon Exhibit
9 No. 1 for identification.)

10 MR. MARINO: Is it the one here?

11 MS. LOVETTE: It looks like a chart like this.

12 JUDGE CORBETT: It's on the table, Mr. Marino.

13 BY MS. LOVETTE:

14 Q. Ms. Weber, do you have a copy of the document
15 that is marked as Verizon Pennsylvania Exhibit Number 1?

16 A. Yes, I do.

17 Q. Can you tell me if Verizon Pennsylvania Exhibit
18 Number 1 was prepared by you or under your direction?

19 A. Yes, it was.

20 Q. Would you please just explain what's contained on
21 this Exhibit Number 1.

22 A. Basically this is a summary that was compiled
23 from copies of the repair reports associated with Mr.
24 Marino's account that is maintained by the company.

25 Q. And over what period of time is this summary,

1 does the summary encapsulate?

2 A. From January 1st, 2004, through May 31st, 2006.

3 Q. If you just repeat for the record what the source
4 of this information is.

5 A. The source is from repair reports when the
6 customers call into the company.

7 MR. MARINO: Excuse me, Your Honor. May I interrupt
8 here? In regards to evidence, I don't have this and this
9 wasn't given to me before the case. I requested this in
10 prepare of documents of trouble reports and any test
11 reports. I would accept this because it's assisting me.
12 There's admission that there was problems and transmission
13 noise.

14 But I want to note on record that this wasn't properly
15 given to me before trial because I could have questioned
16 this and used this in my request for document and test
17 reports and miscellaneous things.

18 JUDGE CORBETT: Go ahead and respond, Ms. Lovette.

19 MS. LOVETTE: First of all, we did comply with all the
20 discovery requests that Mr. Marino made. He didn't request
21 a copy of exhibits that we were going to be using ahead of
22 time. I did send to Mr. Marino, according to his discovery
23 request, copies of every single repair report generated for
24 his account from January 2004 to the present.

25 MR. MARINO: That's incorrect because this is--

1 MS. LOVETTE: Excuse me, Mr. Marino.

2 JUDGE CORBETT: Just a minute.

3 MS. LOVETTE: You'll have a chance to respond. This
4 exhibit is a summary of those reports that was prepared for
5 the hearing today. So I wasn't required to provide that to
6 him ahead of time, and he never asked for it.

7 MR. MARINO: I asked for the reports related to--

8 JUDGE CORBETT: I've heard the objection, and the
9 objection is overruled.

10 BY MS. LOVETTE:

11 Q. Ms. Weber, back to you, to the best of your
12 information and knowledge, is the information that's
13 presented in this exhibit a true and correct representation
14 of what's in the reports associated with Mr. Marino's
15 account since January of 2004?

16 A. Yes, it is.

17 Q. And can you please explain to me what the items
18 that are appearing in bold font on the exhibit represent?

19 A. The items in bold, they basically are showing
20 anytime there was actually trouble showing up on the line or
21 what the customer was saying there was a trouble of on the
22 line.

23 Q. When you say what the customer was saying of, can
24 you explain how it works when a customer calls in?

25 A. When a customer calls in to repair, the repair

1 person will ask them what sort of problems are you having
2 and the customer will then give an explanation. So in the
3 bold cases basically this is saying that the customer, Mr.
4 Marino, told the repair person he was hearing a clicking or
5 there was noise and they note that on the narrative of the
6 trouble report.

7 Q. The ones that say miscellaneous in that category,
8 what would that mean?

9 A. The ones, the miscellaneous ones are-- That's a
10 good question. I have to think.

11 Q. When you look at the repair reports themselves
12 where it says trouble reported are there limitations to what
13 the representative that creates the report can put into the
14 system?

15 A. There are limitations. If the customer also
16 states an additional problem that isn't given as one of the
17 options, they can select it and it would come up as a
18 miscellaneous trouble. But it would still say that they're
19 accepting the fact that the customer says there's a problem
20 on the line.

21 Q. Is it fair to state that those miscellaneous
22 reports could have been also reports of noise on the line
23 but the technician just put it in as a miscellaneous
24 trouble?

25 A. It could be.

1 Q. But the ones that are bolded are specifically--

2 A. Saying there's noise.

3 Q. So out of these 75 contacts where Mr. Marino
4 called the repair department and reported some kind of
5 problem, how many times did he actually say specifically or
6 did the representative note that he said specifically that
7 there was noise or static or cross talk or disconnections on
8 the line?

9 A. Thirty-five times.

10 Q. Are those the ones that are shown in bold?

11 A. Those are the ones that are in bold. Now I just
12 remembered something else about the miscellaneous. Sorry.
13 It took me a minute.

14 Q. That's all right.

15 A. Some of the other miscellaneous could be, I
16 notice the ones that say inside wiring and jacks and some of
17 the other ones could be claims of-- Well, there are claims
18 of wire taps. But it could be related to that as well.

19 Q. All right. So, now, you said that we know for
20 sure that at least 35 of the 75 reports were for clicking or
21 noise or disconnections?

22 A. Yes.

23 MS. LOVETTE: At this time then I'd like to move on to
24 the document that is marked Verizon Pennsylvania Exhibit
25 Number 2. That is a large stack of papers that appear to be

1 printouts from the Verizon repair system.

2 MR. MARINO: This is with the clip on it?

3 MS. LOVETTE: Yes.

4 JUDGE CORBETT: It will be marked and identified as
5 Verizon Exhibit 2.

6 (Whereupon, the document was marked as Verizon Exhibit
7 No. 2 for identification.)

8 BY MS. LOVETTE:

9 Q. Ms. Weber, do you have a copy of that document
10 that is now marked as Verizon Pennsylvania Number 2?

11 A. Yes, I do.

12 Q. Was Verizon Pennsylvania Exhibit Number 2
13 prepared by you or under your direction?

14 A. Yes, it was.

15 Q. Can you explain what is contained in Exhibit
16 Number 2?

17 A. Exhibit Number 2 contains copies of the 35 repair
18 reports that were related to the 35 occasions that the
19 customer reported clicking, noise, static, cross talk, or
20 disconnects.

21 Q. What is the source of the information contained
22 in Verizon Pennsylvania Exhibit Number 2?

23 A. The source is from the company's system that
24 records the customer's calls.

25 Q. To the best of your knowledge, do these

1 documents, are they true and correct copies of the repair
2 reports that come up from Verizon's system?

3 A. Yes, they are.

4 Q. Are these 35 repair reports the ones that are
5 shown in the summary on Exhibit Number 1?

6 A. Yes, they are.

7 Q. Can you just take a glance at Exhibit Number 1
8 real quick and tell me, out of all of those reports in the
9 dispatch to residence column was there a dispatch made for
10 most of those calls?

11 A. No. There were, out of the 30, well, there were
12 23 dispatches that Verizon went out on.

13 Q. Okay. Let's just look back at Exhibit Number 1.
14 What I'd like you to do is just look at the top paper on the
15 exhibit and just walk through the repair report and explain
16 some of the information that appears on here.

17 A. The top one?

18 Q. Yeah. So the date on it would be April 15th,
19 2006. Just point out for the record where the date is
20 located and what some of the other information that is
21 included on a typical repair report.

22 A. Typical repair report, on about the second line,
23 it says reported date and time. In this case it's 4/15/2006
24 at 11:10 a.m. So that's when the customer would have called
25 in to repair. Some other key information then it lists his

1 service address as well. The trouble report number that the
2 system assigns to it is in the top left-hand corner.

3 Down in the middle of the page is the trouble
4 narrative. What this one is saying is -- it's got some
5 acronyms in here -- GAR. So that's the gave the Chapter 63
6 rights. Customer getting clicking on lines, hears others on
7 line, hears echo, stated knows who is talking on the phone,
8 stated phone disconnecting.

9 Then basically they just enter it into what
10 category it's going to be. They ask the customer if it's
11 all phones that are affected, are they out of service or
12 not, which in this case he was not. And then they offer the
13 offered commitment date of when the customer should expect
14 the repair to be made, which in this case it was 4/17 by
15 7:00 p.m.

16 Q. And then on the next page, is that a continuation
17 of that same report?

18 A. On the next page it is a continuation. What this
19 actually is on the second page is closeout information
20 that's on the bottom. This is saying by 4/17/2006 at 11:22
21 a.m. this ticket was closed out as a suspected CPE issue.

22 Q. What does that mean?

23 A. Customer premise equipment was causing the
24 problem based on the tests that were run from the CO.

25 Q. The next page, what is that?

1 A. That is basically the detail to the report. It
2 runs from the bottom to the top, and it would show what time
3 the system did certain things. Like in this case, well,
4 this is not showing from the date-- I assume this is the
5 whole thing. It's only showing from the 17th at 11:22 a.m.
6 But it's saying what the customer's problem was, the status,
7 when it was due, and then the fact that the system grabbed
8 it and ran a test and that it was a CPE issue.

9 Q. What kind of a test would the system have run on
10 the surface?

11 A. It would have run a test from the CO as far as an
12 MLT test, which is the mechanized loop test. That's a test
13 that's run every time a customer calls in, and it helps us
14 to identify if the problem is an outside problem, if it
15 could be inside the customer's premise, if it could be
16 within your central office equipment.

17 Q. When you say CO are you referring to the central
18 office?

19 A. Central office.

20 Q. So on this occasion was any problem found with
21 Mr. Marino's telephone service?

22 A. No, it was not.

23 Q. Now, I'd like us to flip in the exhibit -- and
24 just take a few minutes if you need to -- to the October
25 15th, I think.

1 MR. MARINO: Is that the next date over here?

2 MS. LOVETTE: It's in the stack of pages on the date
3 as Lynn testified.

4 MR. MARINO: Where is that, the first page?

5 JUDGE CORBETT: No, Mr. Marino. Just let her explain.

6 MS. LOVETTE: It will be in the middle of the exhibit.
7 The dates are on the repair reports.

8 THE WITNESS: It's way back. It's in the middle.

9 MR. MARINO: Is this the one you're talking about?

10 THE WITNESS: The dates, Mr. Marino, if you're looking
11 at this kind of page here, the date is the second line.

12 MR. MARINO: 12/26 you're talking about?

13 MS. LOVETTE: October 15th. The dates are going
14 backwards with the most recent in the front.

15 BY MS. LOVETTE:

16 Q. While we're locating that, I just wanted to ask
17 you, Ms. Weber, did you hear Mr. Marino's witness, Mr.
18 Giglio, testify that he was at the location on October 14th
19 and ran some tests?

20 A. Yes.

21 Q. So can you just walk me through the October 15th
22 repair report and tell me what happened on October 15th and
23 what the company did.

24 A. Okay. On October 15th at 4:26 p.m. Mr. Marino
25 called in a trouble ticket. When he initially called in the

1 report, there in the narrative, clicking on line, tech out,
2 checked NID and left, said trouble in CO, central office.
3 Customer says line is being tapped. Customer to call PUC
4 WMR, which means there's wire maintenance, OSS, which means
5 he's out of service. That was at 4:38 p.m. on the 15th.

6 Q. Is there a dispatch to the location on that date?

7 A. No, there was not. It appears at 7:37 a.m. on
8 October 17th that this was cancelled for customer premise
9 equipment trouble per the subscriber.

10 Q. Let me just clarify something because on Exhibit
11 Number 1 when you have that there was a dispatch on that
12 date, is that incorrect, based on your reading of the--

13 A. Well, hold on. Let me go back through the detail
14 again because--

15 Q. If that's incorrect--

16 A. This is for the trouble called in on the 15th;
17 correct?

18 Q. Yes, I believe so.

19 A. It appears that that one was cancelled. I don't
20 know if that's the date before and the date is just wrong.

21 Q. If there's a mistake on Exhibit Number 1, just
22 make sure that we correct it for the record. So take your
23 time and look at the record.

24 A. I think the issue is there was a dispatch on the
25 15th. So let me take that back. The trouble report from

1 10:13 that was called in with the offered commitment of
2 10/15 there was a dispatch.

3 Q. Could you just clarify what you just said?

4 A. Yes. There was an additional call made after the
5 technician had left on the 15th. That was a different
6 report. So the one on the 15th that was actually called in
7 on the 13th, the sub stated there was tapping on the line.
8 It was a PUC complaint. Says loop current is too high,
9 eight-time repeater, clicks, noise, hears others on line,
10 wire maintenance, previous trouble, closed out.

11 A technician did dispatch on the 15th at 3:33
12 p.m. Then on the second page it says that the technician
13 found everything okay, no trouble found, test okay.

14 Q. Based on your experience and based on what's in
15 the records, what kind of tests would the technician have
16 performed?

17 A. The technician would have performed basically --
18 well, this is probably where Ron can get more specific --
19 but he would perform tests from the NID with his sidekick to
20 test as far as voltage and things go. Then it was actually
21 a splicer who was dispatched out on this, and they have
22 different equipment to test the loop length and such.

23 Q. On that occasion does the record show that there
24 was any problem found with Mr. Marino's telephone service as
25 provided by Verizon?

1 A. No, there was not.

2 Q. All right. Have you looked through that entire
3 stack of repair reports?

4 A. Yes.

5 Q. Have you looked at all the other repair reports
6 associated with the other calls that Mr. Marino made?

7 A. Yes.

8 Q. In any of those cases did the company or its
9 technicians find any problem with Mr. Marino's service?

10 A. There have been no problems for abnormalities.

11 Q. Did the company take any actions, besides
12 dispatching technicians and running tests, did they take any
13 actions in response to his frequent reports of having
14 trouble?

15 A. We have removed excess footage on the cable,
16 we've changed the cable pair several times, we've put noise
17 suppressors on the line, and also changed the originating
18 equipment providing service in the central office.

19 Q. Why were those changes made? Were they made
20 because problems were found?

21 A. We did it as a precautionary measure to attempt
22 to address Mr. Marino's repeated complaints and concerns,
23 but there have been no problems actually ever found when a
24 technician is dispatched out.

25 Q. Now, does the fact that a technician was

1 dispatched on a particular occasion mean that when that
2 initial automatic test was run that there was a problem
3 shown and is that why a technician was dispatched?

4 A. Not necessarily. I mean, the system is used
5 obviously to test for problems on the line. But if a
6 customer is reporting repeated problems which is detailed on
7 the reports we would still dispatch a technician to figure
8 out what's going on.

9 Q. When was the last time that a technician was
10 dispatched to Mr. Marino's residence?

11 A. The last time, December 29th.

12 MS. LOVETTE: At this time I'd like to refer to a
13 document that has been premarked as Verizon Pennsylvania
14 Exhibit Number 3, which is a smaller stack of papers also
15 looking like a repair report from the company's system.

16 JUDGE CORBETT: Yes, it will be so marked and
17 identified.

18 (Whereupon, the document was marked as Verizon Exhibit
19 No. 3 for identification.)

20 MR. MARINO: Is this the one here?

21 MS. LOVETTE: Yes.

22 BY MS. LOVETTE:

23 Q. Ms. Weber, do you have a copy of that exhibit?

24 A. I thought I did. I made an extra copy.

25 MS. LOVETTE: Let the record show that I've provided

1 Ms. Weber with an extra copy of Exhibit Number 3.

2 JUDGE CORBETT: All right.

3 BY MS. LOVETTE:

4 Q. Do you now have a copy?

5 A. I do.

6 Q. Was Verizon Exhibit Number 3 prepared by you or
7 under your direction?

8 A. Yes.

9 Q. Could you please explain what is contained in
10 that exhibit?

11 A. This report is showing that this was actually
12 generated by the supervisor in the dispatch center for the
13 outside supervisor, J. Lieb, to go out and verify the
14 customer's service.

15 Q. What is the source of that information that's in
16 that exhibit?

17 A. The source is from the company system.

18 Q. To the best of your information and knowledge, is
19 that document a true and correct copy of the December 29th
20 repair report?

21 A. Yes.

22 Q. You said the supervisor was J. Lieb. Is he your
23 supervisor or is he in the same position as you?

24 A. He is a supervisor in the same capacity that I
25 am, but he oversees mostly the slicers.

1 Q. Can you just walk us through Exhibit Number 3 and
2 show us what occurred during the dispatch to Mr. Marino's
3 residence on December 29th.

4 A. All right. So this ticket was basically created
5 at the direction of the inside supervisor. It ran through
6 the system. It went through the usual automated tests. It
7 still, it hit the rule that it was testing fine, but
8 basically then they still put it through for dispatch
9 because we knew we were going.

10 The technician went out at, it looks like, 11:06
11 a.m. on the 29th, and he found a test okay, checked the NID
12 and the customer premise equipment, and completed the ticket
13 out as good at NID.

14 Q. What time was that report closed?

15 A. The report was closed at 11:27 a.m.

16 Q. So they were there for about a half an hour
17 testing?

18 A. About half an hour.

19 Q. Just confirm for me again, there was nothing
20 found wrong with the service on that date?

21 A. There was nothing on that date found.

22 Q. Okay. Just tell me a little bit more about the
23 company's recordkeeping then. When the techs go out and run
24 a test on the line, do they keep any other records besides
25 what they put in these repair reports? Do they generate any

1 test lists?

2 A. No. When the technicians are out at a customer's
3 premise they have two types of equipment that they use --
4 either an IPAC unit, which is what some of the techs have,
5 or these laptop computers, which is what the other
6 technicians have.

7 When they are closing out a customer's ticket
8 they enter all the information as far as what they found, if
9 there's any billable charges and such. Then the line from
10 his computer does an automatic test on that customer's line
11 that he was just at to make sure that there is nothing
12 wrong.

13 A test will show on the technician's screen as to
14 the results of the findings, but once the technician moves
15 on to the next job that information is pretty much gone.
16 It's just within his computer system as he sees it.

17 Q. If they do find a problem occurring with the
18 service, how is that recorded?

19 A. Well, if he finds a problem most likely he's not
20 going to leave, he's going go back and fix the problem until
21 it's corrected. But if there would be a problem it would
22 show up in the detail that the repair system shows as
23 another manual testing.

24 Q. Would he put it in the repair report?

25 A. It would be visible in there.

1 Q. And there are no other records besides the repair
2 report?

3 A. No.

4 Q. Could you just tell me then, was Mr. Marino
5 billed for any of the dispatches to his residence to date?

6 A. No.

7 MS. LOVETTE: That's all the questions I have on
8 direct, Your Honor.

9 JUDGE CORBETT: Mr. Marino, do you have any questions
10 for this witness?

11 MR. MARINO: Yes.

12 CROSS-EXAMINATION

13 BY MR. MARINO:

14 Q. Two things. Let me get a frame of mind. We're
15 going through here. You're talking about test lists, you
16 tested and everything was fine. Do you have any kind of--
17 You do not have no record of everything that's listed into
18 this PUC order to maintain a proper transmission balance and
19 Mr. Giglio confirmed, you just say that your tech made a
20 test. What kind of test? Did he test for the requirements
21 to meet the PUC?

22 A. All of our tests are run in accordance with the
23 regulations.

24 Q. How do you provide evidence by saying that the
25 test was fine? What was the loop current? You don't

1 maintain records?

2 MS. LOVETTE: I object to that, Your Honor.

3 MR. MARINO: No, it's not an objection, it's the law.

4 JUDGE CORBETT: Just wait, wait. First of all, the
5 poor court reporter can only take down one part of the
6 conversation at a time. All right? She can't take down
7 both parties at the same time. So when one party is talking
8 the other party has to be quiet. Don't talk over one
9 another. There is an objection. I want to hear the
10 objection. Then you'll have an opportunity to respond. I
11 want to hear the objection.

12 MS. LOVETTE: My objection is that Mr. Marino is
13 asking Ms. Weber a question about, he's basically asking if
14 her testimony is credible. That is not her job. Her job is
15 to give the factual account, and it's the factfinder's job
16 to determine how evidence should be weighed. Mr. Marino is
17 asking Ms. Weber to weigh her own testimony.

18 JUDGE CORBETT: Rephrase your question, Mr. Marino.

19 MR. MARINO: What I'm asking is, I understand she said
20 they provided tests.

21 BY MR. MARINO:

22 Q. But do you have anything that shows the results
23 of those tests?

24 JUDGE CORBETT: All right. Do you have anything? Can
25 you respond to the question?

1 A. I can respond that there is nothing that
2 physically prints out from the technician's computer to show
3 you that.

4 BY MR. MARINO:

5 Q. In other words, all we have is the repair reports
6 that you found anything or not, nothing recorded as far as
7 any transverse balance, cross talk, or dB records?

8 A. The technician would not close out a trouble
9 ticket if there was still a problem on the line. So when a
10 technician enters his closeout code into the system it is
11 saying there was no trouble found.

12 Q. One question here my witness pointed out. This
13 here, 12/29, you stated to me that this reflects that there
14 was a problem found?

15 A. No.

16 MR. GIGLIO: Right there.

17 MR. MARINO: 12/29: Script CLOSEDDOCA; FAILURE; 0 of
18 1 actions expected; #3 CLD-CA[F]; MESSAGE: DO-DSP is not a
19 valid status for this function.

20 JUDGE CORBETT: Let the witness find that.

21 BY MR. MARINO:

22 Q. It's right here on 12/29.

23 A. I see it. Basically that is an internal testing
24 system. What I'm saying is there was a code or something
25 that they put in so that this would just pass by all the

1 tests because this was definitely going to be a dispatch
2 out.

3 So whenever the system hit something it still
4 pushed it through the system to be sure it dispatched out
5 because sometimes if it would hit a certain code saying this
6 line is testing fine, don't dispatch out, or run more tests,
7 then that would prolong the process.

8 So in this case we knew that we needed to go to
9 your premise. So they entered something so that the ticket
10 would keep flowing through the system, not hit any of the, I
11 don't want to call them standards, but so that it would keep
12 going through.

13 Q. So, in other words, there was something detected
14 in order for you to dispatch a truck?

15 A. No, not necessarily.

16 Q. The other question here on 12-- We cleared that
17 up. This here 12/29, GRAB, what does that mean, 8:59 a.m.?

18 A. That's an internal system. Basically that's
19 saying it's a hand-off from between systems.

20 Q. One other thing. You have here October 15th,
21 correct, or was it the day before?

22 A. It was actually the day before that we dispatched
23 out. Well, we were out on the 15th.

24 Q. You're aware that Mr. Giglio testified that on
25 10/14-- Was that the day after you were to my house or

1 before?

2 A. Before.

3 Q. --that the day after that he found my phone
4 service operating out of improper PUC requirements?

5 A. Now, wait. You said he was out on when?

6 Q. He was out on 10/14. Were you 10/15?

7 A. 10/15.

8 Q. Do you know that the day before that we found the
9 phone operating improperly? Now, one question I'm going to
10 reflect to -- and I don't remember which exhibit you had --
11 you state that you tested the line and that you reflected
12 back to the customer's equipment. What is that called?

13 A. The customer premise equipment.

14 Q. There's nothing wrong with the customer premise
15 equipment. How did you determine to get to that ratio that
16 there's nothing wrong with you, that it's the customer's
17 equipment? What factor did lead you to believe that in your
18 test? How did you determine that no, it's my equipment?

19 A. Basically the tests that are run from the central
20 office, they run the whole way back to your NID. If there
21 is no problems between our central office and our side of
22 the network interface device, then it leads us to believe
23 that there is a problem inside. Now, it may not necessarily
24 be your premise equipment. It could be your inside wire.
25 But it's saying that there's not a problem outside of your

1 home.

2 Q. Okay. I understand that. I got another
3 question. I want to cross-examine you these reports. These
4 here, by evidence, are copies stating that there were
5 trouble reports put in to you, you made actual tests stating
6 the phone line was correct, 75 reports. Three of these
7 reports we verified that there's a problem.

8 Now, I want to get back to these test reports you
9 have. In this request that I asked the defense attorney to
10 ask your company for one simple thing, which was to provide
11 me with all pertaining information. They state that you do
12 not produce line test reports. In other words, Verizon
13 dispatches, takes a call through the computer; correct?

14 A. Uh-huh.

15 Q. I would call in to you, you would take a call?

16 A. Yes.

17 Q. You would dispatch a technician on the basis of
18 what to the property? For what ratio would you dispatch if
19 you would find that there's a problem or suspect?

20 A. I honestly couldn't answer that.

21 Q. So, in other words, your company is judging on
22 trouble tickets by what the people is telling you, the
23 customer is telling you, and you would deem necessary or the
24 dispatcher tech. They wouldn't make any kind of test to
25 determine that, hey, we better go out there. It's basically

1 a verbal this, I'm losing my phone. Is that correct?

2 A. I mean, it's obviously from the test. If the
3 test is going to show a problem, yeah.

4 Q. That's what I want to know. In other words, on
5 these pieces of paper that you stated, which I find object
6 and was overruled, on these dates, miscellaneous no, that
7 means you didn't dispatch a tech; correct?

8 A. Correct.

9 Q. In other words, on these ones here that are
10 marked yes, bolded, 11/21, transmission noise, dispatch,
11 yes. So, in other words, your test revealed something and
12 it was necessary for you to dispatch a technician. Is that
13 correct or incorrect?

14 A. I would have to look to confirm that that's the
15 case or if it's just the fact that you reported it so many
16 times that we still went out.

17 Q. That's what I'm trying to determine.

18 JUDGE CORBETT: She wants to check her records.

19 MR. MARINO: Sure.

20 A. Do you want to know specifically about--

21 BY MR. MARINO:

22 Q. I'm using an example. What I said was-- I lost
23 the train of mind. You get a repair into your company and
24 you say you make a test. You dispatch a tech. On what
25 ratio do you dispatch a tech, by train of thought or the

1 type of complaint or do you make a test and find something
2 which is necessary to dispatch the tech? Because some of
3 these reports say no and some yes because if you dispatch a
4 tech--

5 JUDGE CORBETT: Well, wait a minute. Let's ask a
6 simple question and let her respond. I think we want to
7 keep things simple here. So let's do that. Can you respond
8 to the question?

9 THE WITNESS: Which question?

10 JUDGE CORBETT: The question very simply is, upon what
11 basis do you dispatch someone on a trouble report?

12 THE WITNESS: I don't work within the repair
13 department, so I can't necessarily completely answer that.
14 But I will tell you that obviously if the line is testing a
15 problem, which in this case we'll just take an example of --
16 what am I looking at here -- 11/14, which you reported a no
17 dial tone and we dispatch a technician. Now, the test on
18 11/14 -- let me see what the test said -- the test said
19 there was busy/no speech when they ran the test.

20 BY MR. MARINO:

21 Q. What does that mean?

22 A. Busy/no speech means that you could have your
23 phone off the hook and the phone is ringing busy but there's
24 nobody there.

25 Q. Wait a minute. We contested-- You didn't

1 confirm with me, nobody called to disconnect my phones.
2 You've already identified that the line was busy/no speech.
3 If my computer was hooked would that identify that the
4 computer was on? You're not sure?

5 A. I'm not sure.

6 Q. We did not confirm with you that you tested my
7 line was busy/no speech. Nobody was using my phone then.
8 If I was using my dial-up modem, computer I dial out, you
9 would be able to determine, correct or incorrect, that the
10 computer was--

11 A. Oh, yes.

12 Q. So you found the line busy but no speech. You
13 didn't address it to me, and we didn't resolve that if the
14 line was being used, which actually is causing the busy
15 signal because that's part of a problem?

16 A. No. But what I'm saying is when the manual test
17 was run it was busy-- Well, one time it was busy/no speech.
18 Another time it was busy/line in use also.

19 Q. Line in use is what?

20 A. Line in use means that the phone was busy, when
21 the system tried to test it your phone line was busy.

22 Q. Speaking or computer?

23 A. It says in use. It could be computer or--

24 Q. That's not clear enough because I know you can
25 check for a busy line with the operator that will charge you

1 and they can verify if somebody is talking if you place a
2 call into the operator that you can't get through for a
3 situation.

4 JUDGE CORBETT: Well, let's not argue. I want to keep
5 to the questions. I want to get back to the point. Ms.
6 Weber, are you finished with responding to what was on the
7 trouble ticket for 11/21/05?

8 THE WITNESS: Did we have a question?

9 BY MR. MARINO:

10 Q. The question was, did you determine to send a
11 tech out? Do you determine that on what the report is or a
12 finding of some kind of problem not identified and then
13 order the tech?

14 JUDGE CORBETT: I think that was the date we were
15 looking at.

16 MR. MARINO: Yeah, 12/29.

17 JUDGE CORBETT: Wait. It was another one.

18 THE WITNESS: 11/21 was the dispatch out.

19 JUDGE CORBETT: What was the basis for that?

20 THE WITNESS: The basis for this one--

21 MR. MARINO: Excuse me. The date was 11/29.

22 JUDGE CORBETT: 11/21/05. It's on the first page of
23 your exhibit.

24 MR. MARINO: Yes, I got a transmission noise,
25 dispatch, yes.

1 THE WITNESS: I don't know if I'm missing something
2 because it looks like the one on the 21st we didn't go out.

3 MR. MARINO: This form here says 11/21, transmission
4 noise, dispatch residence, yes.

5 JUDGE CORBETT: Just a minute.

6 MS. LOVETTE: Could that have been from a prior day's
7 call?

8 THE WITNESS: That's what I'm trying to figure out
9 because there were a bunch of calls right in a row. But I
10 think that's an error on my part because I don't see a
11 dispatch on the 21st.

12 BY MR. MARINO:

13 Q. Then if that's an error and there is some kind of
14 confusion between trouble reports and if there was a
15 problem?

16 A. No, no. I mean, you still called in a trouble
17 ticket on the 21st.

18 Q. Transmission noise you says yes, dispatch.
19 Regardless of that issue, how do you determine to dispatch
20 the technician to the property? Do you originally identify
21 a problem or do you base that on what the customer is
22 telling you or is it due to the amount of technicians?
23 Because we need to address here on record--

24 JUDGE CORBETT: All right. You asked the question.
25 Let's ask the question.

1 A. In this case the report on the 21st -- it still
2 looks like I'm missing a page -- but report on the 21st, the
3 trouble was saying they gave Chapter 63 rights. They
4 explained the NID to you. They skipped the central or your
5 customer equipment. But you were saying there was
6 transmission noise. The test ran.

7 The automated test came back and said again it
8 was suspected customer premise equipment problem. The test
9 results were showing six times it was busy, the line was in
10 use. They retested to try to get through. And then it
11 appears that in this case the system, I don't know if they
12 call you or not, but it looks like the system closed out the
13 ticket.

14 BY MR. MARINO:

15 Q. In any of those reports, when they did the test
16 from the office, they had my home number and cell phone.
17 Can you answer, why didn't you call me, because I reported
18 that and I give my phone number, to attest to see if I was
19 using the phone or had the computer to make a full accurate
20 diagnostic?

21 You have listed that the line was busy, tried
22 again. None of this was confirmed and identified. You
23 identified that my line was busy.

24 MS. LOVETTE: I have an objection to the question.
25 May I proceed with my objection?

1 JUDGE CORBETT: Yes.

2 MS. LOVETTE: Mr. Marino is asking the witness to say
3 why some person in the company who took the call and handled
4 this ticket decided not to telephone Mr. Marino. This
5 witness can testify as to what Verizon's general policies
6 are but has no knowledge of what that particular person was
7 thinking that day.

8 JUDGE CORBETT: Well, to that extent, yeah, we
9 understand that. I think the question is very simple and
10 that is why, is this-- Let me try to rephrase this question
11 for you, Ms. Weber. As I understand the test that's done,
12 that is a computer-generated test. Is that correct?

13 THE WITNESS: Yes.

14 JUDGE CORBETT: And if the computer is unable to
15 complete the test because the line is busy, does it then put
16 that request for a test back in line and does it try it
17 again later?

18 THE WITNESS: Yes.

19 JUDGE CORBETT: How much later?

20 THE WITNESS: I know that it tested numerous times.
21 In this case his offered commitment was actually two days
22 out. So it would make efforts, you know, up until the
23 commitment time to try to get through or to test the line.

24 JUDGE CORBETT: Okay. Would the computer alert any
25 personnel at Verizon that it was trying to do the test and

1 was unable to complete the test because of a busy line?

2 THE WITNESS: I honestly can't answer that because I
3 don't work in that department.

4 JUDGE CORBETT: Okay. Fair enough.

5 BY MR. MARINO:

6 Q. In other words, we're not fully complete. Here's
7 the other thing I have to say, and then we'll get to this.
8 The busy line, that's new to me. I read that on some of the
9 reports. We cannot confirm what caused that because there
10 was no full diagnostics on your behalf.

11 I asked in these reports regarding your defense,
12 you say you made tests. All that I was able to get is
13 you've done tests, check cleared, busy/busy. You do not,
14 your techs do not keep any record or a test to any of the
15 proper transmission voltages that they may test. Say you
16 would be involved like we are now, say what was the dB on
17 the day of the test that we just talked about--

18 What is that called, decibels, dB? The judge had
19 it, because I'm not the judge. That's why he's here. You
20 would not be able to provide or technically like her term
21 ever any evidence of the decibel voltage on that day that
22 you make test. Can you at least tell me what type of tests
23 were? What did you test for -- transverse balance, loop
24 current?

25 A. More specifically, Ron will be able to tell you

1 that. He is the technician. I can tell you, though, to the
2 best of my knowledge, that there are no, as I mentioned,
3 there are no printouts that come when the technician closes
4 out the job. Now, some technicians will, on their job
5 tickets that they keep for themselves, jot down certain
6 things. But those aren't things that are necessarily--

7 Q. I understand. I want to oblige to this Federal
8 Communication Commission which the Commission has to oblige.
9 Answer to complaints or amended complaint: Any party upon
10 whom a copy of a complaint or--

11 JUDGE CORBETT: Well, you're reading from the FCC
12 regs, I think.

13 MR. MARINO: This is a Federal Communications
14 Commission that the PUC has to oblige to it.

15 JUDGE CORBETT: No, this is the Pennsylvania Public
16 Utility Commission. You're talking about procedure before
17 the--

18 MR. MARINO: What did you want me to show him--

19 JUDGE CORBETT: Just a minute. You're talking about
20 procedure before the FCC, and that's an entirely different
21 situation. So we're going to move on. Any further
22 questions for this witness?

23 BY MR. MARINO:

24 Q. The last question. Since your company does not
25 provide any policy in providing records, there are chapters

1 in here that you have to provide records for the PUC of
2 providing standards. Under this current, this Chapter 6363,
3 overall transmission loss on a customer loop should not
4 exceed 15 decibels. We confirmed that it's out of PUC
5 regulation.

6 How can you provide to me, which of course you
7 can't, your techs, that you are in the requirement besides
8 saying you did it? Other than that you don't have no proof;
9 correct?

10 A. The company follows all the regulations that are
11 required of them.

12 Q. Which is great, that's great. I can say that,
13 too. But what I'm getting to, the question is simple. You
14 do not--

15 JUDGE CORBETT: I think the question has been asked
16 and answered, and I think that's all the further you're
17 going to get with this witness. This witness is not the
18 technical witness. He's going to testify as to what the
19 findings were. So I think it's pushing the limits to
20 question her further on that. So do you have another
21 question for this witness?

22 MR. MARINO: Basically we confirm what these repair
23 reports that there's nothing--

24 JUDGE CORBETT: I didn't ask for argument, sir. All I
25 asked is if you have another question.

1 MR. MARINO: No I don't.

2 MS. LOVETTE: I have some brief redirect, Your Honor.

3 JUDGE CORBETT: All right.

4 REDIRECT EXAMINATION

5 BY MS. LOVETTE:

6 Q. Can we refer back to Exhibit Number 3, which is
7 the December 29th repair report.

8 A. Okay.

9 Q. On page two of three I would like you to clarify
10 an answer. I would like you to clarify what you were
11 talking about in the second box down in the exhibit where it
12 says Script: CLOSEDDOCA. You said that those were internal
13 system codes and that you had to do, the system has to do
14 something to bypass in the system.

15 What system are you talking about? Are you
16 talking about the telephone equipment or are you talking
17 about the--

18 A. I'm talking about the company internal system.

19 Q. When you say internal system is that the computer
20 system that runs these repair tickets?

21 A. No, no. It's basically--

22 Q. What is it?

23 A. Well, I guess it could be partially. Whenever it
24 hits -- I don't want to call it a flag; I know there's a
25 better name for it -- but whenever it hits a certain-- It's

1 not a setting.

2 Q. When you say it, I'm just confused about that.

3 A. The system. If there are certain things typed
4 within the trouble or if the system is testing and it hits a
5 certain test -- say it's found okay -- then it would
6 basically push it through and then it would be up to, I
7 believe, the automated system to try and call the customer
8 or it could be a human being to try to call the customer to
9 determine if a dispatch is still needed.

10 What I'm saying is they apparently put something
11 in here so that even though it would hit that, even if it
12 was found okay, it would still keep going and push it
13 through the system for a dispatch out because otherwise it
14 could fall through the cracks and just disappear, not
15 disappear.

16 Q. So, in other words, there had to be something
17 done here to keep this job open and to allow for a repair?

18 A. Correct.

19 Q. Does that notation there mean that something,
20 that the automated test came back with a code indicating
21 there was a problem with the telephone service?

22 A. No, not necessarily.

23 Q. Just to clarify, because I don't know if we got a
24 complete answer of one of Mr. Marino's questions, when a
25 technician is dispatched is it only because the automated

1 system has found a problem on the phone? Is that the only
2 reason a technician would be dispatched?

3 A. No, that is not the only reason. As I mentioned,
4 in chronic cases, which Mr. Marino's is, where a customer is
5 reporting the same trouble or a lot of different troubles,
6 if the test even shows a slight possibility of there being
7 something wrong, or in his case even not something being
8 wrong, Verizon would still dispatch out to do further
9 testing at the customer's premise and from the central
10 office and anywhere in between.

11 MS. LOVETTE: I have no further questions.

12 JUDGE CORBETT: Any questions?

13 MR. MARINO: She answered everything about the
14 question.

15 JUDGE CORBETT: Thank you very much, Ms. Weber.

16 MS. LOVETTE: Your Honor, may we break here for a
17 short bathroom break?

18 JUDGE CORBETT: Sure. Absolutely. Five-minute break.
19 Everybody back at 2:30.

20 (A recess was taken.)

21 JUDGE CORBETT: We're back on the record. Ms.
22 Lovette, do you have another witness?

23 MS. LOVETTE: Yes, I do. I'd like to call Ron LeClair
24 on behalf of Verizon.

25 JUDGE CORBETT: All right. Would you come forward,

1 sir, please. Bring with you any papers you may need. Would
2 you raise your right hand, sir, and be sworn.

3 Whereupon,

4 RONALD LECLAIR,

5 having been duly sworn, testified as follows:

6 JUDGE CORBETT: Please have a seat. Would you begin,
7 please, by giving us your full name. Spell your last name
8 for the court reporter, please.

9 THE WITNESS: Ronald LeClair, L-e-C-l-a-i-r.

10 JUDGE CORBETT: Ms. Lovette, you may proceed.

11 VOIR DIRE EXAMINATION

12 BY MS. LOVETTE:

13 Q. Could you please state what your business address
14 is, Ron.

15 A. 6447 Dahlem Place, Pittsburgh, PA 15206.

16 Q. By whom are you employed and in what capacity?

17 A. I'm employed by Verizon as a cable splicing
18 technician.

19 Q. How long have you worked for Verizon as a cable
20 splicing technician?

21 A. Nine years.

22 Q. Did you work for Verizon prior to that in another
23 position?

24 A. No.

25 Q. Did you work for any other companies prior to

1 that as a cable technician?

2 A. I worked for a cable TV company for 14 years
3 before that as a technician, troubleshooting technician.

4 Q. And can you just tell me a little bit about your
5 training in that field.

6 A. Since I started here I have had numerous classes
7 that Verizon provides on technical training on all different
8 types of technical training -- cop repair training, T1
9 training, DSL training. There's a class they called Cable
10 College which covered everything. I got certificates for
11 all of them.

12 Q. Can you tell me what your job responsibilities
13 are?

14 A. I shoot trouble on the loop from the central
15 office to the customers' premises. I also take care of
16 cable locating, some fiber work, and also air pressure on
17 cables.

18 Q. Do those responsibilities include testing for
19 problems on Verizon equipment?

20 A. Yes.

21 Q. Does it also include repairing those problems if
22 they're found?

23 A. Yes.

24 Q. About how often in the seven years that you've
25 been a cable splicing technician have you done things like

1 that, like what's the frequency?

2 A. Every day.

3 Q. Every day?

4 A. Every workday.

5 MS. LOVETTE: Your Honor, I'd like to have this
6 witness testify as an expert.

7 JUDGE CORBETT: Any objection?

8 MR. MARINO: Yeah, I do object because I gave forth my
9 expert witness before the case. By right she had it timely
10 so I could have asked him for any evidence before. That's
11 the PUC law.

12 JUDGE CORBETT: No, you have to ask for it.

13 MR. MARINO: She did not tell me that he was going to
14 be offered as an expert witness. When you offer expert
15 testimony, I have the right to question him before trial.
16 That's the law.

17 JUDGE CORBETT: Sir, can you refer to whatever you're
18 referring to, sir?

19 MR. MARINO: I'm not trying to get too smart. I know
20 evidence. Expert witness is right here, witness testimony.
21 I have it here somewhere about expert witness. Now we're
22 trying to get a little shoddy here. I had to perform all of
23 my duties for my expert witness. He was not just a witness,
24 he was an expert witness with credentials.

25 MS. LOVETTE: Your Honor, for the record, I requested

1 in my discovery, I asked Mr. Marino to identify if he would
2 have any expert witnesses testifying, and I did not receive
3 a similar discovery request from Mr. Marino.

4 JUDGE CORBETT: That settles that.

5 MR. MARINO: I'll cross-examine him.

6 JUDGE CORBETT: The objection is overruled.

7 DIRECT EXAMINATION

8 BY MS. LOVETTE:

9 Q. Mr. LeClair, are you authorized to testify on
10 behalf of Verizon Pennsylvania in this proceeding?

11 A. Yes.

12 Q. Can you tell me in general what all a technician
13 such as yourself would do when you are dispatched to a
14 customer's residence to basically fully check all of the
15 company's facilities?

16 A. Yes. Originally I would pick up the trouble
17 ticket on my laptop, record all of the facilities so I know
18 what I'm looking for when I go out there. Then immediately
19 what I do is I perform another MLT test so I can see what
20 kind of problem I'm going to be dealing with when I go out
21 into the field.

22 When I go out I make contact with the customer
23 and I test from the network interface and look into the
24 customer's premises and see if there's any trouble in there.
25 Then after that I go to the telephone pole and I would call

1 our central office to get access to that cable pair so I can
2 open it up and do a complete test on it.

3 Then after that, if there was any trouble, I'd
4 isolate the trouble and locate it and repair it.

5 Q. Would you record all that in some kind of a
6 record?

7 A. Just in my mind.

8 Q. Do you have any input into repair reports that
9 are generated?

10 A. I'm not sure what you mean there.

11 Q. These repair reports, for example, for Verizon
12 Pennsylvania?

13 A. Oh, only when I close them out I would put if I
14 found any trouble and what I did to fix it.

15 Q. Okay. Have you been dispatched to Mr. Marino's
16 residence?

17 A. Yes, I was there twice -- once with my
18 supervisor, which was discussed. It was December the 29th.
19 I was there one other time before that, but I don't know the
20 date of that one.

21 Q. What tests did you perform during those
22 dispatches to his residence?

23 A. I did the MLT test before going out to the
24 premises. When I got there I performed the tests that I
25 outlined.

1 Q. Did you do what you would call a full test of
2 facilities?

3 A. Yes, both active and inactive tests, yes.

4 Q. Can you describe the difference between those
5 two?

6 A. An inactive test is when you open the cable pair
7 up from the central office. That's the only way that you're
8 going to see if there's any stray voltages on the line, get
9 accurate resistance readings, because when it's connected in
10 the office you have dial tone and voltage on the line. You
11 can't see those things.

12 Q. Did you find any problems with the Verizon
13 telephone service to Mr. Marino's location on either of the
14 occasions that you were dispatched?

15 A. No, I did not.

16 Q. Were you-- Specifically, were the company's
17 facilities operating within normal parameters each time that
18 you tested them?

19 A. Yes, they were.

20 Q. Where do you get the parameters that you use?

21 A. Well, I follow the parameters on the trouble
22 tickets we use and I go by those.

23 Q. Where did you get that trouble ticket?

24 A. It's a book that we use to record the information
25 of the customer before I go out.

1 Q. Is it provided by Verizon?

2 A. Yes.

3 Q. Can you tell me what the equipment is that you
4 use to test the company's facilities besides your laptop to
5 Mr. Marino's residence?

6 A. I used a 965 DSP subscriber loop analyzer
7 manufactured by 3M.

8 MS. LOVETTE: At this time, Your Honor, I'd like to
9 refer to what has been premarked as Verizon Pennsylvania
10 Exhibit Number 4.

11 JUDGE CORBETT: Yes, it will be so marked and
12 identified.

13 (Whereupon, the document was marked as Verizon Exhibit
14 No. 4 for identification.)

15 BY MS. LOVETTE:

16 Q. Do you have a copy of that exhibit, Mr. LeClair?

17 A. Yes, I do.

18 Q. Was the exhibit prepared by you or under your
19 direction?

20 A. Yes, it was.

21 Q. Can you please explain what's contained on that
22 exhibit?

23 A. It's printouts and information on the 965 that
24 was found on the web site of the maker, manufacturer.

25 Q. To the best of your information and knowledge, is

1 this exhibit a true and accurate representation of what was
2 on the web site for this company regarding this product?

3 A. Yes, it is.

4 Q. Can you describe how that piece of equipment
5 works and what it tests?

6 A. It does the testing that I was talking about. It
7 does a resistance test, voltage test, longitudinal balance
8 test. It measures the cable pair. It checks it for
9 longitudinal balance. It does all of your basic testing and
10 everything we're required to do.

11 Q. If it detects something abnormal how do you know
12 where the abnormality is occurring?

13 A. Well, it depends what kind of fault it is. If
14 it's an open you can use it to read an open reading. If
15 it's a resistance fault or some other type of fault like
16 that, then you have to do different things. It's called a
17 fault locate where you join in with the central office, put
18 shorts on the line, and it will give you locations on where
19 to find them.

20 Q. And this loop analyzer that you use, are you
21 aware of any other equipment that is better or more advanced
22 for this kind of testing that's out there besides this,
23 anything more advanced than this?

24 A. No, I'm not aware of anything better than that.
25 I think it's state of the art.

1 Q. When did you start using this type of equipment?

2 A. Well, we used to use just a 965. I'd say we went
3 to the DSP model approximately four years ago. They can do
4 a lot more than the older model.

5 Q. All right. Were you provided with, if I can
6 refer to the exhibits that the complainant introduced, the
7 three letters from Americom, were you provided with copies
8 of those to review before the hearing?

9 A. Yes, I was.

10 Q. If we can get those out, I'd like to have you
11 take a look at them right now.

12 MR. MARINO: I've got them in front of me. I've read
13 them a hundred times.

14 MS. LOVETTE: If I can put my hands on them at this
15 point.

16 BY MS. LOVETTE:

17 Q. All right. I'd like to start with the October
18 14th report. I'd like you to look at where it says that
19 there was a transverse balance reading on that date that was
20 out of specification. Can you tell me what your opinion is
21 of that in this report?

22 A. Well, I can only tell you what I found that day.
23 My readings that I take are longitudinal balance and balance
24 of the cable pair, and they were definitely within the specs
25 of Verizon.

1 Q. Let me just ask you, were you at the location on
2 October 14th or are you referring to what you found on the
3 day when you were there, just to be clear?

4 A. Oh, I'm sorry. Okay. In regards to this, I
5 can't tell you why he found those readings.

6 Q. What about the line current reading?

7 A. The line current of 35.3 milliamperes is well
8 within our specs. Our specs are greater than 20
9 milliamperes. I think Mr. Giglio even stated that that
10 wasn't that bad.

11 Q. Okay. So you're saying that that reading is
12 within the specs that you have been provided by the company?

13 A. Yes.

14 Q. What about the line impedance reading there?

15 A. Line impedance is a variable of a lot of
16 different things. We usually shoot for between 600 and 900
17 ohms. But, like I said, there's a lot of things that can
18 change that reading. I mean, the loop distance will change
19 it, the different kinds of cable that you use, whether it's
20 aerial cable or buried cable. All these things are a factor
21 into that. From that reading there I don't think is going
22 to affect the line in any of the ways he's talking about.

23 Q. Now, when you tested the line on the two
24 occasions that you were there would you have tested for
25 things like transverse balance, line current, line

1 impedance?

2 A. No. I would do a longitudinal balance. I don't
3 know if that's quite the same thing as his transverse
4 balance or not.

5 Q. Would problems like this show up-- If there were
6 problems like this occurring on the dates you were out
7 there, would any test you run show that there was a problem
8 occurring?

9 A. Oh, yeah. If the problems that he stated were
10 happening I would have seen all kinds of different readings
11 and faults on my meter.

12 Q. Then if you look at the December report, which is
13 marked as Exhibit Number 2, the December 14th report, are
14 there any of those readings there that you feel were
15 actually within the Verizon specifications that here are
16 stated to be out of specification?

17 A. Well, just the line current again. Like I said,
18 we have a standard of greater than 20 milliamperes. We don't
19 have a top amp. As a matter of fact, our DSL lines we like
20 to have it up a little higher than the 20 that we actually
21 need.

22 Q. Mr. Giglio testified that he used equipment to
23 perform these tests with something like a Harris. I missed
24 what the last part of it was. Did you hear that testimony?
25 It was a Harris something, Triplet Model 5, and a Dynatel

1 945 DSP.

2 A. Yes, I heard him.

3 Q. Are you familiar with any of that equipment?

4 A. Not the first two. The 945 I am slightly
5 familiar with. But it's a model kind of like the one I use
6 except for it can't do all the things that mine can do.

7 Q. Is that model that he used more or less advanced
8 that the equipment Verizon uses?

9 A. I don't think he can do fault locating, which he
10 doesn't need to do. So no. Other than that, no.

11 Q. Was there anything else about Mr. Giglio's
12 testimony this morning that you disagree with or have an
13 opinion about?

14 A. Well, a lot of testing you do on a cable pair, a
15 lot of the testing you can't do without opening the line up,
16 which he doesn't have access to do.

17 Q. Why wouldn't he have the access to do that?

18 A. Because that's Verizon property and the only way
19 to do that is to call the central office and say will you
20 please open up this cable pair so I can take a look at it.

21 Q. And can you tell me if the line that runs from
22 Mr. Marino's residence runs directly to the central office?

23 A. Yes, it does.

24 Q. Are there any bridges or conditioners -- I think
25 you call them conditioners -- on the line?

1 mechanized loop test. What it does is-- Do you want to
2 know?

3 Q. Sure. Absolutely.

4 A. It will test the resistance on the line, see if
5 there's any shorts or grounds, check for stray voltages. It
6 checks the cable length and the capacity of the longitudinal
7 balance.

8 Q. This is all done by computer?

9 A. Yes.

10 Q. And this is done from some central location?

11 A. From the central office. The central office has
12 a tester in it.

13 Q. On the two occasions when you were out to Mr.
14 Marino's property, as I understand it, you would test from
15 the NID back to the central office and from the NID into the
16 customer premises. Is that right?

17 A. Yes.

18 Q. You found no problems from the NID to the central
19 office, if I understand your testimony?

20 A. Correct.

21 Q. Did you find any problems from the NID into Mr.
22 Marino's house?

23 A. I did not.

24 Q. So, to the best of your knowledge, there's no
25 problem with the customer equipment on the premises while

1 you were there?

2 A. Yes, there was no problem.

3 JUDGE CORBETT: I'm sorry. It's my unartful
4 presentation of the question, but I think we have the
5 answer. Thank you. Mr. Marino, do you have any questions?

6 MR. MARINO: Yes, questions.

7 CROSS-EXAMINATION

8 BY MR. MARINO:

9 Q. When the automated tests-- Before we get to
10 that, you stated earlier that there was a bridge that popped
11 up on the other street that you removed. Is that correct?

12 A. Yes.

13 Q. So, in other words, there was a bridge on the
14 line, you found that on my line, you can attest that there
15 was an abnormality on the line?

16 A. It's not an abnormality, I think the word is.
17 That's common practice in all telephone systems, the
18 bridge--

19 JUDGE CORBETT: This may be a good point if I can
20 interrupt. The term has been used several times throughout
21 the testimony today. Can you tell us, Mr. LeClair, what is
22 your understanding of what a bridge is?

23 THE WITNESS: A bridge is on a phone line it leaves
24 our central office. To maximize its capability they will
25 run it down a street and bridge it onto another street.

1 That way if there's not enough lines down this way they can
2 use that same pair here or they can use the same pair here.

3 JUDGE CORBETT: Okay. So looking at it from the
4 layman's point of view, a bridge might be a branch off of
5 the loop?

6 THE WITNESS: Right.

7 JUDGE CORBETT: All right. Thank you very much.

8 BY MR. MARINO:

9 Q. You're not able to determine-- When you say
10 you're able to determine the line goes continuously, you're
11 not able to determine if the line is bridged and my line
12 goes into a property. What do you have that you can tell me
13 besides that you tested?

14 Are you a hundred percent positive in your
15 aspects of it, because there was more people than you, are
16 you a hundred percent sure, besides saying it goes there,
17 are you a hundred percent sure that my telephone line
18 leaving my face box isn't bridged still and goes in
19 somewhere else? Can you say yes?

20 A. I'll answer the question. The only way I can go
21 by that is by our records in our office which is on plats.
22 The day I went out to your house on December 29th I looked
23 up the plats for your cable and pair, followed it from the
24 central office to your house, looked for it wherever it
25 might be bridged off. I found the one bridge. I went to

1 that place, cut it off.

2 Q. Great. Prior to you, the other people said there
3 was nothing wrong. But you found the bridge. So you can
4 attest to that, that you did find the bridge after the
5 previous techs come to the home?

6 A. I found the bridge. But that does not mean
7 anything is wrong with your line.

8 Q. Well, that would change the-- We just went over
9 that with Mr. Giglio in front of the judge.

10 A. If the bridge has something wrong with it in the
11 line--

12 Q. It changes the--

13 A. --there would be a lot of people out there with
14 problems on their lines.

15 JUDGE CORBETT: Just a minute. So that we get some
16 order back in the proceeding here, for the court reporter's
17 benefit and for my benefit later on when I'm reading the
18 transcript, I need to have one party at a time talk.

19 THE WITNESS: I'm sorry.

20 JUDGE CORBETT: That's okay. This is something for
21 everyone. So try not to talk over one another so that, you
22 know, help the court reporter out here and ultimately help
23 me and if we get a clear record that helps everybody.

24 MR. MARINO: Should I repeat the question?

25 JUDGE CORBETT: No, I think it's been answered.

1 BY MR. MARINO:

2 Q. We already confirmed that, it changes the line.
3 When the automated tests, sir, were made, since you're
4 attesting as an expert witness, can the test determine where
5 the busy line originates?

6 A. No.

7 Q. It can't?

8 A. No.

9 Q. So when you stated in the repair reports that the
10 line was busy we do not have a hundred percent positive
11 resolution that if I was using the phone or if the line was
12 bridged and somebody else was using the line, do you
13 understand, that test cannot determine if I was physically
14 using the line or the line was used, correct, you picked up
15 a busy signal?

16 A. No, it can't.

17 Q. It just identified that the line was busy. Can
18 it determine if my modem was on?

19 A. That would test as a busy/speech.

20 Q. So we're not concluded positively that when they
21 did the test and the line was busy if I was using the phone
22 or the line was bridging. Somebody else was previously
23 discussed with Mr. Giglio. So that's where we resolute on
24 that. All that determined was the line was busy. We have
25 no clarification on that.

1 MS. LOVETTE: I'm not sure if there's a question
2 there.

3 MR. MARINO: Yeah, it's a question.

4 JUDGE CORBETT: Just rephrase the question. I was
5 confused myself. Rephrase the question.

6 BY MR. MARINO:

7 Q. The question is, when you did the automated test
8 and you picked up the busy signal, can you determine and
9 tell me and the Court that I was using the phone or how the
10 line was busy?

11 A. The MLT test can't determine if you were the one
12 that picked up the phone.

13 Q. It can't?

14 A. No.

15 Q. So if somebody would have went outside and
16 plugged the phone in the jack and was using the phone and
17 made it busy, you wouldn't be able to determine if somebody
18 plugged into my phone jack outside or if there was a bridge,
19 it just picked up a busy signal?

20 A. If somebody managed to get into your line, yeah,
21 it would not know whether you were picking up the phone or
22 not.

23 Q. I understand. Is it possible the telephone line
24 being used can be used by someone outside my home? Is it
25 possible, after you made the test that, is it possible that

1 somebody outside my home can use the telephone line to my
2 home?

3 A. After I went and cut the bridges off; is that
4 what you're asking?

5 Q. Yeah.

6 A. No, unless they plugged into your NID.

7 Q. The NID is what?

8 JUDGE CORBETT: NID, network interface device.

9 BY MR. MARINO:

10 Q. So you're saying that it is not possible that the
11 telephone line can be used by someone outside my home? You
12 already attested that we're not a hundred percent sure that
13 there's no other bridge. So we're not a hundred percent
14 sure on that. You answered that question.

15 If your test revealed nothing is wrong, your
16 physical tests that you tested the line, if your test
17 revealed nothing is wrong, can someone then place a device
18 after you're done or a bridge on the line which would cause
19 the noise and disturbance that was identified by this expert
20 firm? After you completed your test is it possible that
21 somebody then can again join into the line?

22 A. They would have to climb the pole and do it. I
23 suppose, yes.

24 Q. Okay. Your understanding is that you found one
25 bridge. Prior to you there was probably, what, 30 reports

1 that if there is an extended loop on my wire that's not
2 found that when you test it it will pick up the same voltage
3 that if somebody unplugged something of a device nature --
4 we didn't conclude -- that you would pick up a clear
5 reading. You're aware of these findings. And one of them
6 will state back when you were there.

7 JUDGE CORBETT: Wait. Let's start over again. Ask
8 the question. You're getting so convoluted I lost you.

9 BY MR. MARINO:

10 Q. The question is, after you completed your
11 examination and test is it possible that somebody can again
12 join into the telephone line leaving my home?

13 A. Yes, I guess it's possible.

14 Q. That's what I needed. Thank you. Transference
15 (sic) balance, you're an expert, can you tell me what
16 transference balance is?

17 A. I'm not sure what he means by that, no.

18 Q. Transverse. Excuse me. I didn't read his
19 writing. Transverse balance, can you define the term for me
20 if you're allowing to be tested as an expert witness?

21 A. No.

22 Q. You cannot--

23 JUDGE CORBETT: He said no. The question has been
24 asked and answered.

25 MR. MARINO: All right.

1 BY MR. MARINO:

2 Q. Transverse balance looks at impedance and--

3 JUDGE CORBETT: You're testifying. You can ask him
4 questions.

5 MR. MARINO: Okay.

6 BY MR. MARINO:

7 Q. There's one other one. You would admit to this,
8 since you previously stated, that my telephone line appeared
9 already, which meaning that bridge, in another location. Is
10 that correct, that you removed one bridge?

11 A. Yes.

12 Q. So we already determined that my telephone line
13 appeared in another location which possibly could be causing
14 this disturbance. That's correct, right, you removed the
15 bridge?

16 A. I removed the bridge, yes.

17 Q. You're as an expert. Verizon is responsible to
18 provide me with a secure undisturbed line to the central
19 office. Is that correct?

20 MS. LOVETTE: Your Honor, I object to that question.

21 JUDGE CORBETT: It asks for a legal conclusion. The
22 objection is sustained.

23 MR. MARINO: Okay.

24 BY MR. MARINO:

25 Q. You performed these tests to determine if there

1 was any kind of improper-- All we're getting here on your
2 side is tests and tests. There is no voltage measurements.
3 For instance, your piece of equipment, Dynatel 965 DSP, you
4 tested the loop current; correct?

5 A. Yes.

6 Q. The PUC has a guideline, not you. The phone
7 company has to oblige to the PUC requirements. Can you
8 state on one of those instances, because if you're involved
9 in this, what the loop current was, besides stating that it
10 met the 6363 transmission requirement standard for the PUC?

11 A. I don't remember exactly what the reading was.

12 Q. You don't remember?

13 A. I just stated it was within the specifications.

14 Q. Okay. All right. Did you test for cross talk,
15 dB? Was I in the loop current of 15 decibels? I'm asking
16 you a question. Can you answer me fully? Was my overall
17 transmission loss on my loop not exceeding 15 decibels?

18 A. Your circuit loss is within, even with his test
19 here, is within our specs of less than 10 dB.

20 Q. That's on the first report. The other two, they
21 were higher. He already explained that to the judge.

22 A. Circuit loss minus 7.2 dB minus 7.2 dB.

23 MS. LOVETTE: Would you please, for the record, state
24 what documents you're looking at?

25 THE WITNESS: I'm looking at Mr. Giglio's--

1 JUDGE CORBETT: Let's do it this way. Looking at the
2 Complainant's Exhibit 1, which is the report of 10/14/2005,
3 it says circuit loss, if I'm reading this correctly, minus,
4 I'm sorry, minus 7.2 dB, decibels. It says normal. Is that
5 within the specifications?

6 THE WITNESS: Yes, it is.

7 JUDGE CORBETT: Looking at the report dated December
8 14th, 2005, it says circuit loss signal from Verizon central
9 office minus 2.5, I'm sorry, minus 6.5 decibels, normal. Is
10 that within specifications?

11 THE WITNESS: Yes, it is.

12 JUDGE CORBETT: And January 12th, 2006, it says
13 circuit loss -- this is on Complainant's Exhibit 3 --
14 circuit loss minus 7.2 dB. You've already said that that's
15 within--

16 MR. MARINO: Correct. We confirmed that.

17 JUDGE CORBETT: Just one minute, sir, Mr. Marino.

18 MR. MARINO: I apologize.

19 JUDGE CORBETT: Very good. Apology is accepted.
20 Don't do it again.

21 MR. MARINO: I won't.

22 JUDGE CORBETT: So what are the specs for circuit
23 loss, Mr. LeClair? Are you familiar with that?

24 THE WITNESS: Yes. It's under less than 10 dB, less
25 than 10 dB.

1 JUDGE CORBETT: Thank you. You may proceed, Mr.
2 Marino.

3 BY MR. MARINO:

4 Q. My cross talk on 1/12/2006 -- and I again
5 apologize -- 1/12/2006, this is the update of the most
6 recent test. Cross talk was minus 35 dB. This was observed
7 in the December inspection and still present. What were
8 your findings?

9 A. I don't have any findings for that.

10 Q. You don't have no findings for the cross talk?

11 A. No, I don't.

12 Q. You do not know what transverse balance is in the
13 1/12/2006 report of 1 KHz; correct?

14 JUDGE CORBETT: He's already answered that.

15 MR. MARINO: All right.

16 BY MR. MARINO:

17 Q. The 10/14/2005 Mr. Giglio identified line
18 impedance of 740 ohms. Normal impedance is 600 ohms. This
19 suggests a possible line conditioning arrangement (load
20 coil) may be on the line served by the central office of the
21 demarcation network interface.

22 It was already brought up in the case that there
23 was a supersessor put on by, I believe the attorney said.
24 You said there was nothing on the line. Can you at least,
25 can you tell me what your line impedance was when you made

1 the test?

2 A. No, I can't give you an exact number on it.

3 Q. You made tests due to repair, okay, and you do
4 not have anything listed that states that you met the
5 requirement of the PUC. That's what I want to conclude. Is
6 that correct? You have nothing to offer--

7 MS. LOVENTE: I object to that question, Your Honor.
8 Again, he's asking this witness for a legal conclusion as to
9 whether Verizon--

10 MR. MARINO: It's a matter of evidence.

11 JUDGE CORBETT: No. The objection is overruled. Let
12 me rephrase it for the complainant. Mr. LeClair, I think
13 what Mr. Marino is asking is -- and I hope this will be the
14 last time it's asked -- you have nothing in writing to
15 verify your test results on the two occasions that you were
16 out to Mr. Marino's residence.

17 THE WITNESS: No, I do not have anything in writing.

18 JUDGE CORBETT: Thank you.

19 MR. MARINO: No further question on that.

20 JUDGE CORBETT: While we're on the subject, does your
21 Dynatel instrument, does it have capability of any type of
22 printouts for the testing that is performed?

23 THE WITNESS: I think that they can buy software for
24 it that it would print that stuff out, but it's never been
25 used.

1 JUDGE CORBETT: Does it have any capability of
2 downloading the results it finds into a computer?

3 THE WITNESS: Yes. It can store results, and I would
4 think it has that capability. But this is something that we
5 don't use with it. We go out and read our results with it.
6 It's a good piece of test equipment for doing that.

7 JUDGE CORBETT: All right. Do you know approximately
8 when you cut off the bridge that you testified to?

9 THE WITNESS: Yeah. It was on the date that I went
10 out with my supervisor on December 29th.

11 JUDGE CORBETT: December 29th, 2005?

12 THE WITNESS: Right.

13 MR. MARINO: I object to that because I was there and
14 I remember you just climbing the pole in front of 3326--

15 THE WITNESS: That bridge is not near your house.

16 MR. MARINO: Oh, you went down further?

17 THE WITNESS: I believe that was over on Bates Street.

18 MR. MARINO: But you told me that day, quote/unquote,
19 with Mr. So and so, the supervisor--

20 JUDGE CORBETT: Wait, wait. We're not going to get
21 into an argument. You can ask the witness questions. If
22 you disagree with anything that he has to say, you will then
23 have the right to come back and testify to what you believe
24 the true facts to be.

25 MR. MARINO: Thank you. I have no more questions,

1 Your Honor.

2 JUDGE CORBETT: All right.

3 MS. LOVETTE: I have short redirect if I may.

4 JUDGE CORBETT: Sure.

5 REDIRECT EXAMINATION

6 BY MS. LOVETTE:

7 Q. Would the test that you performed on Mr. Marino's
8 equipment have detected problems that would cause clicking,
9 popping, cross talk? Would the tests that you ran detect
10 those kinds of problems?

11 A. Yes.

12 Q. If they detected those type of problems, would
13 you be able to locate the problem?

14 A. Yes, because a lot of times there would be a
15 short on the line or possibly a ground and you can fault
16 locate on those to find them.

17 Q. And if you find no problems do you verify that in
18 some kind of a document?

19 A. Just on the closeout on my laptop.

20 Q. That goes into a repair report. Is that correct?

21 A. Yes.

22 MS. LOVETTE: That's all I have.

23 JUDGE CORBETT: Anything further?

24 MR. MARINO: Yes.

25 RE CROSS-EXAMINATION

1 BY MR. MARINO:

2 Q. The bridge that was found, how did you determine
3 there was a bridge? You tested the line?

4 A. No.

5 Q. How was it determined?

6 A. You can't determine that off a test. The way you
7 do that is you look at the plat records. The plat records
8 will show the appearances of that cable and pair when they
9 go.

10 Q. When you mean plant (sic) records, what is that,
11 a computerized map or is it already a written map?

12 A. They're maps.

13 Q. Computerized digitally?

14 A. Yes. They're on plats. You look up a telephone
15 pole or a street address, and it will give you a plat that
16 shows what's on that street, what cable, what facilities.

17 Q. Digitally or written? I mean, when you see this
18 plat is it on a computer screen or is it a blueprint?

19 A. It's on microfiche, and you put it onto a
20 machine.

21 Q. So it's not currently actively monitoring the
22 line, it's just something that was drawn up by your line
23 division?

24 A. It's the engineer's print.

25 Q. So quote me/unquote me to the record. What you

1 show on a plat as we were discussing third party, if a third
2 party would join somewhere on that line, your plat wouldn't
3 show that. Is that correct?

4 A. The third party would have to get into our
5 terminal at those addresses also. It's not just a matter of
6 there's a jack there. They also have to go into our
7 terminal and know where your pair appears on that terminal
8 to hook up onto it.

9 Q. So, in other words, if there was a third party
10 the plat wouldn't show the third party is bridged on the
11 line. Is that correct?

12 A. No. It only shows that that cable pair appears
13 at that place.

14 MR. MARINO: That's it. That's all I have to ask.

15 JUDGE CORBETT: Okay.

16 MS. LOVETTE: I have nothing further.

17 JUDGE CORBETT: Thank you very much, Mr. LeClair. You
18 are excused, sir. Thank you for coming in. Anything
19 further, Ms. Lovette?

20 MS. LOVETTE: I have nothing further except some
21 closing remarks.

22 JUDGE CORBETT: Are you moving for the admission of
23 your exhibits?

24 MS. LOVETTE: Yes, I would like to move for the
25 admission of Verizon Exhibits 1 through 4.

1 JUDGE CORBETT: Any objection, Mr. Marino?

2 MR. MARINO: Which were those?

3 JUDGE CORBETT: One through four. They were Verizon's
4 exhibits.

5 MR. MARINO: I object to it because we already went
6 through it. It's not really stating anything. It's only
7 stating complaints turned into the repair center and then
8 there were some issues that weren't able to be a hundred
9 percent proof identified as far as the busy signal and what
10 dispatched a technician to my home. We were not able to
11 address calling in, why they released the technician if
12 there was a problem, or they just did it prejudgmental. We
13 were not able to conclude on that.

14 JUDGE CORBETT: The objection is overruled. Verizon's
15 Exhibits 1 through 4 are admitted.

16 (Whereupon, the documents marked as Verizon Exhibit
17 Nos. 1 through 4 were received in evidence.)

18 JUDGE CORBETT: Before we get to your closing remarks,
19 Ms. Lovette, we'll turn to you, Mr. Marino. Do you have any
20 rebuttal testimony to give?

21 MR. MARINO: Yeah, I'd like to go over what my
22 evidence and the one issue that Verizon did not offer any
23 concrete evidence as my line being secure. There was one
24 technicality found by this technician, Mr.--

25 JUDGE CORBETT: Well, you're giving a closing

1 argument. I'm asking for testimony at this point. Is there
2 anything that you want--

3 MR. MARINO: Yes, I'd like to give a testimony in
4 regards to my evidence.

5 JUDGE CORBETT: All right.

6 MR. MARINO: Can I do that? My evidence is all
7 prepared written. These tests were done accurately. I have
8 an expert witness.

9 JUDGE CORBETT: Well, I think you're getting into
10 argument, and I'll let you do that in a minute. Do you want
11 to confer with your expert witness there and see if you have
12 anything that you want to--

13 MR. MARINO: Anything else I should add?

14 MR. GIGLIO: No.

15 MR. MARINO: No, that's all.

16 JUDGE CORBETT: Thank you. Then if there's no further
17 testimony, Ms. Lovette, we'll hear from your closing.

18 MS. LOVETTE: All right, Your Honor, just a few
19 remarks. I think it's pretty clear here that Verizon acted
20 reasonably to try to address the concerns that Mr. Marino
21 raised.

22 They tested the line with automatic tests from the
23 central office on over 70 occasions and didn't find anything
24 wrong. They dispatched technicians to the location on 23
25 occasions and didn't find anything wrong.

1 Still they made some changes to the system and tried
2 to eliminate any possible sources of any problems that might
3 be occurring that could be attributed to Verizon's actual
4 system. If there are still problems occurring that cannot
5 be attributed to Verizon's system, then there's really
6 nothing that this Commission can do in this proceeding.

7 Finally, just as far as FCC regulations go, Your
8 Honor, I had my office fax me the scope provision of the FCC
9 regulations, which is Title 47 of the Code of Federal
10 Regulations, Section 152, and it states that the FCC
11 regulations only apply to interstate service.

12 What we're talking about here is intrastate service.
13 It's local telephone service. The FCC specifications do not
14 apply. It's the Public Utility Commission's regulations
15 that apply. Verizon provides its technicians with these
16 specs. Those are the specs that the technicians follow.

17 In this case the technicians on each occasion and Mr.
18 LeClair testified that on the two occasions he went out
19 followed those specs, ran the appropriate tests, and
20 couldn't detect anything wrong with the system.

21 I would be happy to provide as a late-filed exhibit,
22 since I wasn't aware that we were going to be looking at FCC
23 regulations today and, like I said, I have this one
24 regulation with me that my office faxed, but I would be
25 happy to prepare a late-filed exhibit if you would like with

1 the pertinent FCC provisions showing that they do not apply.

2 JUDGE CORBETT: I'm not sure. You read into the
3 record the pertinent provision of the FCC regulation. So
4 I'm not sure that I'll need a copy of that. So we'll turn
5 to you, Mr. Marino. Do you have a closing statement to
6 make?

7 MR. MARINO: Yes. I'd like to close in this statement
8 that we identified serious problems here still existing in a
9 matter of the tapes that we couldn't use. Even though that
10 the automated computer testing was done, Verizon was not
11 able to prove that all tests that could have been done were
12 done. They did not offer any proof that my phone line to
13 you and me is running clear besides the issue that they've
14 did all those tests.

15 I would like to add, as Ms. Lovette did, I'd like to
16 have a routine inspection -- I'll pay for it -- before you
17 make a decision and then we can close this case where my
18 investigator and the representative of Verizon come to my
19 home and both physically visualize what is being done and
20 then conclude on this case.

21 Does that sound like a fair shake? I'm willing to --
22 I'm going to pay him regardless -- to have Mr. Giglio and
23 Americom come to my home, meet with a supervisor of Verizon,
24 test my line, and then conclude this case. Does that sound
25 like a reasonable question to ask you?

1 JUDGE CORBETT: That's not normal procedure, no. The
2 procedure is that you have your chance today to present your
3 case. I've listened to your case. I've listened to the
4 able testimony of your expert that you brought in today to
5 testify as to what his findings are. Based upon the record
6 that you have produced, your witnesses explained, and the
7 testimony presented by Verizon, I will then sit down and
8 write a decision in this case.

9 Sir, is there anything further that you have to offer?

10 MR. MARINO: Yes, that there still is a problem and
11 I'm going to pursue to the aspect, not the aspect of your
12 decision, of this issue. So, you know, I appreciate
13 everything that's gone on, but this must be resolved.

14 JUDGE CORBETT: All right. So the parties understand
15 the procedure from this point forward, I will wait to
16 receive a copy of the transcript from today's hearing. That
17 transcript should arrive in this office within the next
18 three or four weeks.

19 As my schedule permits, I will then sit down and draft
20 a decision in this case. That decision will be filed with
21 the Commission in Harrisburg within 90 days after receipt of
22 the transcript from the court reporter. There will be no
23 more evidence introduced into the record in this case, the
24 record is closed at the end of this hearing, and I will make
25 my decision based upon that record.

1 You will receive a copy of my decision when it is
2 issued from the Commission. That decision, as I indicated,
3 will be issued within 90 days of the date I receive the
4 transcript from the court reporter, and you'll receive a
5 copy of that decision directly from the Commission.

6 If you disagree with anything that's stated in the
7 decision, then you have the right to file what are called
8 exceptions. Please note that the exceptions must be filed
9 within the deadlines specified in the letter accompanying
10 the decision. Otherwise, the Commission will not review any
11 late filed exceptions.

12 Does either party have any questions with regard to
13 the procedure from this point forward?

14 MR. MARINO: Yes. I forgot. The exceptions before
15 the case is closed, that would go to Harrisburg or you?

16 JUDGE CORBETT: No, the exceptions, sir, occur if you
17 accept, if you disagree with anything that is stated in my
18 decision. You have the right to file exceptions. Those
19 exceptions are filed with the Commission in Harrisburg.

20 MR. MARINO: That would be sent a copy to you and
21 Harrisburg and then to them?

22 JUDGE CORBETT: Just send it to the Commission in
23 Harrisburg.

24 MR. MARINO: Then I could appeal later after Superior
25 Court if needed?

1 JUDGE CORBETT: Well, that would probably be the
2 Commonwealth Court, but whatever. Any further questions?

3 MR. MARINO: No. I fulfilled everything. I apologize
4 to everyone again. I have a short wick.

5 MS. LOVETTE: Just to clarify, if you do file
6 exceptions, I do get a copy of those as well.

7 MR. MARINO: Yeah, I'm going to send you a copy. Then
8 we'll decide where we go from there.

9 JUDGE CORBETT: Thank you all for your participation
10 and cooperation, and the hearing is adjourned. Thank you
11 very much.

12 MS. LOVETTE: Thank you, Your Honor.

13 (Whereupon, at 3:20 p.m., the proceedings adjourned.)

14 * * *

15 C E R T I F I C A T E

16 I hereby certify, as the stenographic reporter, that
17 the foregoing proceedings were taken stenographically by me,
18 and thereafter reduced to typewriting by me or under my
19 direction; and that this transcript is a true and accurate
20 record to the best of my ability.

21
22 NOTARIAL SEAL
23 KAREN L. CROSS, NOTARY PUBLIC
24 McCANDLESS TWP COUNTY OF ALLEGHENY
25 MY COMMISSION EXPIRES FEBRUARY 4 2008

COMMONWEALTH REPORTING CO., INC.

BY: Karen L. Cross
Karen L. Cross

AMERICOM

1830 Stoltz Road • South Park, PA 15129 • 412-831-3131

Where The Art and Science Of Communications Meet

10/14/2005
Vincent Marino
3324 Dawson Avenue
Pittsburgh, PA 15213

DOCUMENT DOCKETED
FOLDER SEP 06 2006

SECRETARY'S BUREAU
SEP 06 2006

Dear Mr. Marino,

On October 13, 2005, Americom, Inc. performed an inspection of your home telephone wiring. Included in this inspection was a Radio Frequency (RF) spectrum sweep of the premises. The following results are reported here for your information:

Telephone line (412-682-6733) is a common loop start, 2 wire, Dual Tone Multi-Frequency (DTMF) public switched telephone network (PSTN). Inspection and measurements were made with all inside wiring disconnected:

Circuit Loss (1 KHz. Signal from Verizon Central Office) -7.2 dB. Normal

Circuit Noise (Call Terminated to a Verizon Silent Termination) -1.2 dB. Normal

Power Line Influence 58.1 dB. Normal

Transverse Balance below 1 KHz. is 42 dB; 1 KHz. To 4 KHz. is 36 dB. This is out of specification. The FCC Specification is 60 dB or greater for frequencies below 1 KHz. and 40 dB. or greater for frequencies between 1 KHz. and 4 KHz.

Line Current 35.3 ma. The range specified by Bell Core Specifications is 25 to 35 ma. This reading is out of Bell Core specification.

Line Voltage, Open Circuit, 49.2 VDC. Normal

Line Voltage, 900 ohm Termination, 5.7 VDC. Normal

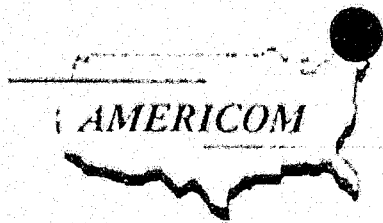
Line Impedance 740 Ohms. Normal Impedance is 600 Ohms. This suggests a possible Line Conditioning arrangement (Load Coil) may be on the line from the serving Verizon Central Office to the Demarcation Network Interface.

The inside wiring is a combination of two and four wire insulated bi and quad inside telephone cable and non jacketed six pair frame wiring. The frame wiring is run to each floor and looped from jack location to jack location in a "daisy chain" fashion and then home run to the basement. The wiring is terminated to RJ-12 jacks in various locations on each floor. The following was found:

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EXHIBIT
COMPLAINANT 1
PGH/C-20055656
6-13-06 KLC



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Basement: One single line telephone connected via mounting cord to a wall jack.

First Floor: Kitchen Single Line Wall phone. The wall jack was broken and was replaced; Living Room: Cordless Phone; FAX Machine; Home Security System with RJ-48 jack interface.

Second Floor: Bed Room number 1: Cordless phone and recording device. This bedroom also had a jack location with a blank cover. It appears that the cover had been removed at some point as the paint was disturbed and paint flecks were observed on the floor directly below the jack cover. Upon removal of the cover, it was discovered that the wiring had been spliced from pair one (White/Blue, Blue/White) to pair 3 (White/Green, Green/White) and not insulated. The splice was a loose mechanical splice. This splice was opened and pair 1 properly terminated. Pair 3 was cut and stored. Bedroom 2: Jack 1 location with blank cover. Jack 2 location with RJ-12 jack. A mounting cord is connected to this jack which runs to a Computer with modem in the ante room.

The wiring, except for Bedroom 1 was unremarkable and what was expected to be found in a residence of that age.

A Radio Frequency sweep was made in the basement and third floors. The analyzer used is a Sencore TVA. The scanned frequencies were from zero to 2,190 MHz. Also, a Bird QV Frequency meter was used to measure frequency levels. A Hewlett-Packard Spectrum Analyzer was used to analyze the frequencies found. Two predominate frequencies were evident. Carrier frequencies in the range of 350-400 MHz. Which were the harmonics of the cordless phones in the residence and 900-980 MHz. Which were the cellular phones carried by the owner, Mr. Marino and Americom's service technician. A short, intense RF signal occurred approximately 1:41 PM in the range of 1,540 MHz. The location and specification of this signal could not be determined as it was less than a second in duration. Experience with this area suggests this is a common signal emanating from either Duquesne Energy's sub station SCADA system or the University of Pittsburgh, Cathedral of Learning roof top.

A monitoring of the telephone line without any inside wiring connected revealed mostly unremarkable conditions except for two instances of an audible FSK signal that was less than 2 seconds in duration and a pronounced "clicking" noise which was less than a second in duration. The location of these signals must be outside of the premises as all inside telephone wiring was disconnected.

The street location has many anomalous RF emissions; however, all of these were continuous and were either standard broadcast commercial signals or extremely low level RF "noise" and not covert transmissions.

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It is the opinion of Americom, Inc. that, on the day of this inspection, that there are no RF or telephone line covert transmitters, listening devices or video equipment connected and transmitting from this premises. However, there is some evidence that something was obviously done in Bedroom 1 to the jack behind the bed. There is also the anomaly with the Verizon telephone line with regards to the higher than normal current and the impedance of the telephone line.

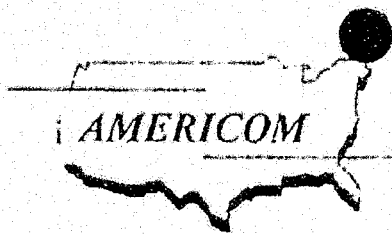
It is the recommendation of Americom, Inc. that Mr. Marino contact Verizon with the listed information and a thorough evaluation of the physical plant from the serving central office to the premises be made by Verizon personnel. The higher than normal loop current, the out of specification line impedance and the lower than specification Transverse Balance suggests some line conditioning is present on the Verizon plant and may require servicing.

Further, upon listening to the audio recordings made by Mr. Marino on calls to Verizon Repair, it is evident that several line disconnects have been occurring which are not due to inside wiring or connected telephone equipment owned by Mr. Marino. This disconnect problem needs to be addressed by Verizon and corrected.

Thank you for securing the services of Americom, Inc. If you have need of any telecommunications services in the future, please contact Americom, Inc.

Regards,

Ralph S. Giglio
Vice President Of Engineering



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Where The Art and Science Of Communications Meet

12/14/2005
Vincent Marino
3324 Dawson Avenue
Pittsburgh, PA 15213

DOCUMENT DOCKETED
FOLDER SEP 06 2006

SECRETARY'S BUREAU
SEP 06 11:10:00

Dear Mr. Marino,

On December 12, 2005, Americom, Inc. performed an inspection of your home telephone wiring. This is a follow-up of an inspection made in October, 2005. Included in this inspection was a Radio Frequency (RF) spectrum sweep of the premises. The following results are reported here for your information:

Telephone line (412-682-6733) is a common loop start, 2 wire, Dual Tone Multi-Frequency (DTMF) public switched telephone network (PSTN) line. Inspection and measurements were made with all inside wiring disconnected:

Circuit Loss (1 KHz. Signal from Verizon Central Office) -6.5 dB. Normal

Circuit Noise (Call Terminated to a Verizon Silent Termination) -1.8 dB. Normal

Power Line Influence 58.9 dB. Normal

Transverse Balance below 1 KHz. is 42 dB; 1 KHz. To 4 KHz. is 36 dB. This is out of specification. The FCC Specification is 60 dB or greater for frequencies below 1 KHz. and 40 dB. or greater for frequencies between 1 KHz. and 4 KHz.

Line Current 36.2 ma. The range specified by Bell Core Specifications is 25 to 35 ma. This reading is out of Bell Core specification.

Line Voltage, Open Circuit, 49.3 VDC. Normal

Line Voltage, 900 ohm Termination, 7.2 VDC. Normal

Line Impedance 1220 Ohms. Normal Impedance is 600 Ohms. This suggests a possible Line Bridge. This could be a possible unauthorized connection.

Crosstalk, -40 db. This was not observed in the October inspection.

A Radio Frequency sweep was made in the basement, first and second floors. The analyzer used is a Sencore TVA. The scanned frequencies were from zero to 2,190 MHz. Also, a Bird QV Frequency meter was used to measure frequency levels. A Hewlett-Packard Spectrum Analyzer was used to analyze the frequencies found. One predominate frequency was evident. Carrier

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EXHIBIT
COMPLAINANT 2
PH/C-2005565
6-13-06 KIC

frequencies in the range of 910-930 MHz at a level of greater than -10 db were observed suggesting a possible wireless device was operating in or near the premises. The device location could not be determined. Both Mr. Marino's and the Americom, Inc. technician's cell phones were off.

A monitoring of the telephone line without any inside wiring connected revealed mostly unremarkable conditions. Mr. Marino reported that there is excessive cracking, popping and static on the line. He also has evidence of many disconnects while talking on the line. After one and a half hours of monitoring, no static, cracking, popping or disconnects were observed.

Aside from the 910-930 MHz. frequencies observed, there were many anomalous RF emissions; however, all of these were continuous and were either standard broadcast commercial signals or extremely low level RF "noise" and not covert transmissions.

It is the opinion of Americom, Inc. that, on the day of this inspection, that there may be RF transmissions transmitting close to this premises. The locations of these transmissions could not be determined. There is evidence that telephone line covert transmitters or listening devices may be connected to the telephone line, however, these connections are not on the premises and the measurements taken suggest the connections are remote from the premises.

It is the recommendation of Americom, Inc. that Mr. Marino again contact Verizon with the listed information and a thorough evaluation of the physical plant from the serving central office to the premises be made by Verizon personnel. The higher than normal loop impedance suggests there is an obvious connection on the line and is remote to Mr. Marino's premises.

As was the case during the October investigation, audio recordings made by Mr. Marino on calls to Verizon Repair, indicate that several line disconnects have been occurring which are not due to inside wiring or connected telephone equipment owned by Mr. Marino. This disconnect problem needs to be addressed, again, by Verizon and corrected.

Thank you for securing the services of Americom, Inc. If you have need of any telecommunications services in the future, please contact Americom, Inc.

Regards,

Ralph S. Giglio
Vice President Of Engineering

01/12/2006
Vincent Marino
3324 Dawson Avenue
Pittsburgh, PA 15213

DOCUMENT
FOLDER **DOCKETED**
SEP 06 2006

SECRETARY'S CLERK
2006 SEP 06 11:10:00

Dear Mr. Marino,

On January 12, 2006, Americom, Inc. performed an inspection of your home telephone wiring. This is a follow-up of an inspection made in December, 2005 Included in this inspection was a Radio Frequency (RF) spectrum sweep of the premises. The following results are reported here for your information:

Telephone line (412-682-6733) is a common loop start, 2 wire, Dual Tone Multi-Frequency (DTMF) public switched telephone network (PSTN) line. Inspection and measurements were made with all inside wiring disconnected:

Circuit Loss (1 KHz. Signal from Verizon Central Office) -7.2 dB. Normal

Circuit Noise (Call Terminated to a Verizon Silent Termination) -9.4 dB. This is the higher limit to the Bellcore specification.

Power Line Influence 57.7 dB. Normal

Transverse Balance below 1 KHz. Is 44 dB; 1 KHz. To 4 KHz. is 34 dB. This is out of specification. The FCC Specification is 60 dB or greater for frequencies below 1 KHz. and 40 dB. or greater for frequencies between 1 KHz. and 4 KHz.

Line Current 35.9 ma. The range specified by Bellcore Specifications is 25 to 35 ma. This reading is out of Bellcore specification.

Line Voltage, Open Circuit, 49.4 VDC. Normal

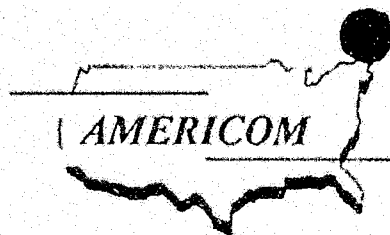
Line Voltage, 900 ohm Termination, 9.2 VDC. Normal

Line Impedance 1410 Ohms. Normal Impedance is 600 Ohms. This suggests a possible Line Bridge. This could be a possible unauthorized connection.

Crosstalk, -35 db. This was observed in the December inspection and is still present.

EXHIBIT
COMPLAINANT 3
PGH/C-20050656
6-13-06 RLC

Complaints Exh. 3



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A Radio Frequency sweep was made in the basement, first and second floors. The analyzer used is a Sencore TVA. The scanned frequencies were from zero to 2,190 MHz. Also, a Bird QV Frequency meter was used to measure frequency levels. A Hewlett-Packard Spectrum Analyzer was used to analyze the frequencies found. One predominate frequency was evident. Carrier frequencies in the range of 910-930 MHz at a level of greater than -10 db were observed suggesting a possible wireless device was operating in or near the premises. The device location could not be determined. Both Mr. Marino's and the Americom, Inc. technician's cell phones were off.

A monitoring of the telephone line without any inside wiring connected revealed mostly unremarkable conditions. Mr. Marino reported that there is excessive cracking, popping and static on the line. He also has evidence of many disconnects while talking on the line. After several 15 minute interval observations, static and popping was observed. The time and duration were inconsistent, however, there was a definite noise on the telephone line consistent with a metallic connection of unknown source outside of the premises being made to the telephone line.

Mr. Marino was attempting a service request call to Verizon Customer Service at 2:25 PM when there was a long, loud cracking and static and then a total disconnect. When the phone was taken off-hook, it took 5 seconds for dial tone to return. This is NOT normal.

Aside from the 910-930 MHz. frequencies observed, there were many anomalous RF emissions; however, most of these were continuous and were either standard broadcast commercial signals or extremely low level RF "noise" and not covert transmissions.

However, there was a continuous data transmission at 929.587.500 MHz. that would last for approximately 40 seconds and then cease. The transmission would start again after a 30 second silence. This condition persisted for the 3 hours the Americom, Inc. technician was on the premises. This transmission was not observed in either the October or December inspections.

It is the opinion of Americom, Inc. that, on the day of this inspection, that there may be RF transmissions transmitting close to this premises. The locations of these transmissions could not be determined. There is evidence that telephone line covert transmitters or listening devices may be connected to the telephone line, however, these connections are not on the premises and the measurements taken suggest the connections are remote from the premises.

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It is the recommendation of Americom, Inc. that Mr. Marino again contact Verizon with the listed information and a thorough evaluation of the physical plant from the serving central office to the premises be made by Verizon personnel. The higher than normal loop impedance suggests there is an obvious connection on the line and is remote to Mr. Marino's premises. It is also necessary to determine if the loop between Mr. Marion's home and the Verizon Central Office is not bridged in another premises.

As was the case during the October and December investigations, audio recordings made by Mr. Marino on calls to Verizon Repair, indicate that several line disconnects have been occurring which are not due to inside wiring or connected telephone equipment owned by Mr. Marino. This disconnect problem needs to be addressed, again, by Verizon and corrected.

There is a much higher than normal or acceptable rate of line disconnects. The disconnections are occurring randomly and to various called numbers. There is unexplained line "off hook" conditions occurring when no equipment is being used by Mr. Marino. The "off hook" conditions are occurring off premises, again, suggesting a possible bridge between Mr. Marino's home and the Verizon Central Office.

Thank you for securing the services of Americom, Inc. If you have need of any telecommunications services in the future, please contact Americom, Inc.

Regards,

Ralph S. Giglio
Vice President Of Engineering

**DOCUMENT
FOLDER**

**SUMMARY OF REPAIR DEPARTMENT CONTACTS
SINCE MARINO REGARDING ACCOUNT NO. 412-682-6733
January 1, 2004 -- May 31, 2006**

DATE OF CONTACT	TROUBLE REPORTED	DISPATCH TO RESIDENCE
5/30/06	Miscellaneous	No
4/15/06	Clicking on the line	No
1/31/06	Miscellaneous	No
1/31/06	Miscellaneous	No
1/7/06	Miscellaneous	No
1/2/06	No dial tone	No
12/29/05	Miscellaneous	No
12/19/05	Miscellaneous	No
12/15/05	Miscellaneous	No
12/12/05	Miscellaneous	No
12/10/05	Inside wiring/jacks	Yes
12/1/05	Miscellaneous	No
12/1/05	Miscellaneous	No
12/29/05	Miscellaneous	Yes
11/28/05	Miscellaneous	Yes
11/28/05	Miscellaneous	No
11/25/05	Miscellaneous	No
11/21/05	Transmission-Noise	Yes
11/17/05	Transmission-Noise	Yes
11/14/05	No dial tone	Yes
11/11/05	Transmission-Noise	No
11/10/05	Miscellaneous	Yes
11/10/05	Miscellaneous	No
11/8/05	Transmission-Noise	Yes
11/7/05	Transmission-Noise	No
11/5/05	Miscellaneous	Yes
11/5/05	Transmission-Noise	No
11/5/05	Miscellaneous	No
11/3/05	Transmission-Noise	Yes
11/1/05	Transmission-Noise	Yes
10/30/05	Transmission-Noise	Yes
10/27/05	Transmission-Noise	Yes
10/27/05	Miscellaneous	No
10/26/05	Transmission-Noise	Yes
10/22/05	Transmission-Noise	No
10/20/05	Transmission-Noise	Yes
10/18/05	Transmission-Noise	Yes
10/15/05	Transmission-Noise	Yes
10/13/05	Transmission-Noise	Yes

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VERIZON PA
EXHIBIT NO. 1

EXHIBIT
VERIZON 1
P44/C-20055656
6-13-06 KIC

DATE OF CONTACT	TROUBLE REPORTED	DISPATCH TO RESIDENCE
10/12/05	Transmission-Noise	No
10/9/05	Miscellaneous	Yes
10/9/05	Miscellaneous	No
10/9/05	Miscellaneous	Yes
10/7/05	Transmission-Noise	Yes
9/20/05	Transmission-Noise	Yes
5/25/05	Transmission-Noise	Yes
5/11/05	Transmission-Noise	Yes
5/5/05	Transmission-Noise	Yes
3/25/05	Transmission-Noise	Yes
2/24/05	Transmission-Noise	No
2/24/05	Miscellaneous	No
12/20/04	Transmission-Noise	Yes
12/20/04	Transmission-Noise	Yes
12/17/04	Miscellaneous	No
12/17/04	Miscellaneous	No
12/17/04	Miscellaneous	Yes
12/16/04	Miscellaneous	No
12/16/04	Miscellaneous	Yes
12/15/04	Miscellaneous	Yes
12/8/04	Transmission-Noise	No
12/7/04	Transmission-Noise	Yes
12/3/04	Transmission-Noise	No
11/16/04	Miscellaneous	No
11/15/04	Transmission-Noise	No
10/18/04	Miscellaneous	No
9/28/04	Crossed line	Yes
8/16/04	Claim of wire tap	Yes
5/30/04	Unclear from report	No
4/28/04	Claim of wire tap	No
3/27/04	Claim of wire tap	No
3/25/04	Claim of wire tap	No
3/24/04	Claim of wire tap	No
3/8/04	Clicking on the line	No
1/2/04	Unclear from report	No
1/2/04	Unclear from report	No



Trouble Report --> Trouble Report

Trouble Report #: PACW579067 Maintenance Center: PA 757 538-5100 DRC

Assigned User: Reported Date/Time: 04/15/2006 11:10 AM

Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N

Service Info: MARINO, VINCE; 3324 DAWSON ST PGH, PA 15213

Class of SVC: RES

Time Zone: EST

Suspend: N

Service #: []

LOC: []

CCI Level: GREEN

[] cancel

Trouble Report | Line Record | Line History | Activity Log | Billing |

TSP: [] Essential: N

Port Date: [] # of Subs: []

RSID: [] AECN: [] Assoc SVC: []

WS Code: [] Chronic Indicator: N

Esc Level: [] Appl ID: CAD

Reported By: [] X [] List

Enhanced SVC: []

Maint Plan: []

Maint Plan in Effect: Y

Recent SO Date: 11/28/2005

Inst Repeater: N

Chronic #: []

EB: N

OOF: []

4122250017 X [] list

EXP	STAT	Date/Time
CLD		04/17/2006 11

Trouble GAR 63N CUST GETTING CLICKING ON LN HOOL SAID ECHO STATO KNOWS WHO IS

Narrative: TALKING ON THE PHN STATO PHN DISNCTING

Contact: []

All Phones: Y

Out of Service: N

Adverse Comment: N

Last Closed Date: 05/30/2006

Dispatch Location: []

To: []

All Calls: Y

Isolate: N/A

Reg. Warning: N

Pending TR #: []

Scrubber Exclude: []

Offered Commitment: 04/17/2006 7 00 PM

Actual Commitment: 04/1

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Rpt Category: [] CUSTOMER REPORT

Trouble Type: [] TRANSMISSION-NOISE

Exception Code: []

Test Results: []

Group TR# []

Dispatch Center: []

Premise ACC. From: []

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Exhibit No. 2
Verizon PA

EXHIBIT
VERIZON 2
PGH/0-20055656
6-13-06 KLC

Arrival Start:

End:

Dispatch Authorization:

Charges Advised:

Dispatch Remarks:

CCT = G, 04/17/2006 11:22 EDT;

CASE/ROUT INFORMATION

Reserve Date/Time:

Orig Advised Name:

Cust TN:

Cust Advised Date:

SS1:

SS2:

SS3:

Disp/Trib:

Cause Analysis:

Tech ID:

Exclude:

RMV FRM HOLD - SUSP CPE - U

Remarks:

Repair Web

vcr 011

HOME | PRINT | HELP | SIGN OFF

Trouble Report --> Activity Log

LINE RECORD TOOLS | LINE TEST | TROUBLE REPORT LOOKUP | NDC D.

Trouble Report #: PACW579067 Maintenance Center: PA PITTSBURGH DRC

Assigned User: Reported Date/Time: 04/15/2006 11:10 AM Time Zone: EST

Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: GREEN

Service Info: MARINO, VINCE; 3324 DAWSON ST PGH, PA 15213 Service #:

Class of SVC: RES LOC:

Trouble Report | Line Record | Line History | Activity Log | Billing

Activity D/T	Function	Status	User ID	Center	Activity Description
04/17/2006 11:22 AM	FEC	QD	VZ63270	PA PITTSBURGH DRC	D: 0000 C: 000 H: RMV FRM HOLD - SUSP CPE - U
04/17/2006 11:22 AM	GRAB	IP	VZ63270	PA PITTSBURGH DRC	GRAB
04/17/2006 11:22 AM	TRDMK		VZ63270	PA PITTSBURGH DRC	CCI = G, 04/17/2006 11:22 EDT,
04/17/2006 11:22 AM	STAT		VZ63270	PA PITTSBURGH DRC	STATUS DUE AT: 04/17/2006 13:22 EDT
04/17/2006 11:22 AM	RCV		VZ63270	PA PITTSBURGH DRC	CAD
04/17/2006 11:22 AM	ADD		VZ63270	PA PITTSBURGH DRC	TRAV, 04/15/2006 11:10 EDT, GAR 63N CUST GETTING CLICKING ON LN HOOL SAID ECHO STATD KNOWS WHO IS TALKING ON THE PHN STATD PHN DSNCTING, OOS: N

Repair Web

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Line History --> Trouble Report

Trouble Report #: PACW477964 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 01/02/2006 3:23 AM Time Zone: EST
 Circuit ID/TN: 412682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH, PA 15213 Service #:
 Class of SVC: RES LOC:

Control

Trouble Report Line Record Line History Activity Log Billing

TSN: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: ALCN, Assoc SVC: Recent SO #: Recent SO Date: 11/28/2005 Maint Plan in Effect: Y
 WS Code: Chron c Indicator Y Encore: Chron # 10 Inst Repeater, N Maint Repeater: Y Billing: N EB: N OOF:
 Reported By: X **List** Contact: 0000000000 X **List**

Trouble Narrative: GAR 63N HDT,CCO,CRC HS WMFR

STATUS		
EXP	STAT	DATE/TIME
	CD	01/02/2006 8:35 AM

Nat Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trans Type: NDT/NO DIAL TONE Call of Service: Y Isolate: SNIDY
 Exception Code: Averse Comment: N Reg. Warning: N
 Test Result: 0 CPU, attempt close out
 Circuit Title: Last Closed Date: 02/01/2006 Pending TR # Pending TR Rpt Cal:
 Dispatch Center: Dispatch Location: Scrubber Exclude: Referred TR #
 Previous ACC From: To: Offered Commitment: 01/04/2006 6:00 PM Actual Commitment: 01/04/2006 6:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N

Dispatch Remarks

CLOSURE INFORMATION Re-Open Date/Time: 01/02/2006 8:35 AM Cust Advised Name: Cust IN: Cust Advised Date:
 551 552 553

Remarks: VRC TEST OK W MR MARTIND

Date/TIME: 09/21

Code & Amount: 336

Cell ID:

Inclusion:

Repair Web

ver 01

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OARD

Line History --> Trouble Report

Trouble Report #: PACW41561 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/21/2005 11:41 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: Y Encare: Chronic # 16 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc Level: 0 Appl ID: CAO
 Reported By: X Contact: 4122250017 X

Trouble Narrative: GAR 63N GAR 63 A* AP = AC = NID EXP SKIPPED CPE EXP SKIPPED/SNDS LK A PTY UN/

STATUS		DATE/TIME
EXP	STAT	
CID		11/22/2005 11:52 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAW/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: Dispatch Location: Scriber Exclude: Referred TR #:
 Premise ACC From: To: Offered Commitment: 11/23/2005 7:00 PM Actual Commitment: 11/23/2005 1:52 AM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 Dispatch Remarks: PLUS CL B4 DISP//

CLOSEOUT INFORMATION Restore Date/Time: 11/22/2005 11:52 PM Cust Advised Name: S51 Cust TN: Cust Advised Date: S33.U
 S52

Remarks: RMV FRM HOLD - SLSJP CPE - U

Disp/Trib: 0000

Cause Analysis: 000

Tech ID:

Exclude: Y

Line History --> Activity Log

Trouble Report #: PACW441561 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/21/2005 11:41 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE,3324 DAWSON ST Service #:
 Class of SVC: RES LOC:
Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
11/22/2005 11:52 PM	FEC	CLD	V313270	PA PITTSBURGH DRC	D: 0000; C: 000 H: RMV FRM HOLD - SUSP CPE - U
11/22/2005 11:52 PM	GRAB	IP	V313270	PA PITTSBURGH DRC	GRAB
11/22/2005 11:52 PM	STAT		V313270	PA PITTSBURGH DRC	STATUS DUE AT: 11/23/2005 01:52 EST
11/22/2005 11:52 PM	TROMK		V313270	PA PITTSBURGH DRC	PLS CL B4 DISP//
11/22/2005 11:52 PM	RCV		V313270	PA PITTSBURGH DRC	CAD
11/22/2005 11:52 PM	ADD		V313270	PA PITTSBURGH DRC	TRAN, 11/21/2005 23:41 EST, GAR 63H GAR 63 A* AP = AC = NTD EXP SKIPPED CPE EXP SKIPPED/SNDS LK A PTY UN/, OOS: N

Repair Web

verizon

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CARD

Line History --> Trouble Report

Trouble Report #: PACW436233 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/17/2005 11:50 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:
cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic # 18 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X list Contact: 4126828733 X list

Trouble Narrative: GAR 63N RH: GAR 63N HAS HAD TRBL ON LINE SEE HISTORY, I HRD OTHER PHONE DEPT COME ON LINE AS WE SPOKE, SUB SD HAS HRD OTHERS OL AS WELL, SUB HUNG UP WHIL

STATUS		DATE/TIME
EXP	STAT	
CID		11/18/2005 9:41 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: CHK
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BLVPABES01 Scrubber Exclude: Referred TR #:
 Premise ACC From: To: Offered Commitment: 11/18/2005 7:00 PM Actual Commitment: 11/18/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 Dispatch Remarks: CANCEL PER SUPR:DOUBLE DLTONB GT 2ND OPER O/L WHN ON WTH RPR

CLOSEOUT INFORMATION, Restore Date/Time: 11/18/2005 9:41 AM Cust Advised Name: SS1: SS2: SS3: Cust TN: Cust Advised Date:

Remarks: CANCEL PER SUPR

Disp/Trbl: 0975

Cause Analysis: 336

Tech ID:

Exclude: N

Repair Web

Verizon

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Line History --> Activity Log

Trouble Report #:	PACW436233	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	11/17/2005 11:50 AM
Circuit ID/TN:	412/682/6733	Line Status:	1E
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Suspend:	N
		Service #:	
		LOC:	

Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
11/18/2005 9:41 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: CLOSEDCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [S]; 1 MESSAGE:
11/18/2005 9:41 AM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 0975 C: 336 H: SAV CANCEL PER SJPR
11/18/2005 9:41 AM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	11/18/2005 09:41 EST CANCEL PER SJPR
11/18/2005 9:41 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/18/2005 9:41 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:CLS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED;; SCRIPT
11/18/2005 9:41 AM	SDC	VPR-DO	DO	PA PITTSBURGH DRC	COMPLETION, BILVPABES01, BILVPABES01, CW436233, DRC, NDSNV, End of CXT: Z, 11/18/2005 09:41 EST, Employee Code:PA749R96, START: 11/18/2005 09:41 EST, RESTORE:11/18/2005 09:41 EST, CLOSE: 11/18/2005 09:41 EST, Tech Actual Arrival Time:, D:0975, C:336, HANDLING:SAV, CANCEL PER SJPR, Cust Advised Name:, Cust Advised Date:, Cust Advised Ind: N
11/17/2005 2:47 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW436233, DRC, NDSNV, End of CXT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
11/17/2005 2:47 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; 1 MESSAGE:

11/17/2005 2:47 PM	DROP	NAP	WORKFLOW	PITTSBURGH DRC	11/17/2005 14:47 EST, DROP
11/17/2005 2:47 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/17/2005 2:47 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	11/17/2005 14:47 EST, WORKFLOW, BILYPABES01, 2, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
11/17/2005 2:47 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/17/2005 2:47 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT, RULE SET:1-SET 2; RULE ID:RETURN FROM VRRC DPO,, SCRIPT
11/17/2005 2:47 PM	RCLD-CN	CLD	V372678	PA DE WV VRRC	D: C: H: DSP VRRC TRAN NOISE TST CPE WMR
11/17/2005 2:47 PM	RRET	VRV-REF	V372678	PA DE WV VRRC	H: DSP VRRC TRAN NOISE TST CPE WMR
11/17/2005 2:47 PM	RRST-CN	RST-QNA	V372678	PA DE WV VRRC	11/17/2005 14:47 EST VRRC TRAN NOISE TST CPE WMR
11/17/2005 2:46 PM	GRAB	IP	V372678	PA DE WV VRRC	GRAB
11/17/2005 12:03 PM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
11/17/2005 12:03 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
11/17/2005 12:03 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE:
11/17/2005 12:03 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/17/2005 12:03 EST, DROP
11/17/2005 12:03 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/17/2005 12:03 PM	RADD	PENDISCR	WORKFLOW	PA DE WV VRRC	TRAN, 11/17/2005 12:03 EST, GAR 63N RH: GAR 63N HAS HAD TRBL ON LINE SEE HISTORY, 1 HRD OTHER PHONE DEPT COME ON LINE AS WE SPOKE, SUB SD HAS HRD OTHERS OL AS WELL, SUB HUNG UP WHIL, OOS: N
11/17/2005 12:03 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1512793; 11/17/2005 12:03 EST; 01/25/2006 22:42 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
				PA	

11/17/2005 12:03 PM	GRAB	IP	WORKFLOW	PITTSBURGH DRC	GRAB
11/17/2005 12:03 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING; SCRIPT
11/17/2005 12:03 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 11/17/2005 TEST RECEIVED TIME: 12:00 EST TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: CRE, attempt dose out
11/17/2005 12:01 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
11/17/2005 12:00 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
11/17/2005 11:59 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
11/17/2005 11:59 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	11/17/2005 11:59 EST AUTOMATIC LINE TEST SCHEDULED
11/17/2005 11:59 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
11/17/2005 11:59 AM	STAT		V369918	PA PITTSBURGH DRC	STATUS DUE AT: 11/17/2005 13:59 EST
11/17/2005 11:59 AM	TRDMK		V369918	PA PITTSBURGH DRC	DOUBLE DLTONE GT 2ND OPER O/L WHN ON WITH RPR
11/17/2005 11:59 AM	RCV		V369918	PA PITTSBURGH DRC	CAD
11/17/2005 11:59 AM	ADD	PENDSCR	V369918	PA PITTSBURGH DRC	TRAN, 11/17/2005 11:50 EST, GAR 63N RH: GAR 63N HAS HAD TRBL ON LINE SEE HISTORY, HRD OTHER PHONE DEPT COME ON LINE AS WE SPOKE, SUB SD HAS HRD OTHERS OL AS WELL, SUB HUNG UP WHIL, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW432650 **Maintenance Center:** PA PITTSBURGH DRC
Assigned User: **Reported Date/Time:** 11/14/2005 5:38 PM **Time Zone:** EST
Circuit ID/TN: 412/682/6733 **Line Status:** IE **Deny:** N **Suspend:** N CCI Level: RED
Service Info: MARINO,VINCE;3324 DAWSON ST **Service #:** **LOC:**
Class of SVC: RES

cancel

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TSP: Essential: N **Enhanced SVC:** **Maint Plan:** **Port Status:** **Port Date:** **# of Subs:** 0
RSID: **AECN:** Assoc SVC: **Recent SO #:** **Recent SO Date:** 09/22/2005 **Maint Plan In Effect:** Y
WS Code: Chronic Indicator: Y **Encore:** Chronic #: 18 **1st Repeater:** N **Maint Repeater:** Y **Billing:** N **EB:** N **DOF:**
Esc. Level: 0 **Appl ID:** CAD
Reported By: X: **Contact:** MR MARINO, 4122250017 X: **list**

Trouble Narrative: GAR 63N RFRD 2 SECURITY THNK LN BEING MISUSED RPTR CCI R SAYS BEING CEASED
 FROZEN, BY WIRELESS, POLICE INVOLVED SECURITY SHLD B CLING THM

EXP	STAT	DATE/TIME
CLD		11/17/2005 9:56 AM

Rpt Category: CR/CUSTOMER REPORT **All Phones:** Y **All Calls:** Y
Trouble Type: NDT/NO DIAL TONE **Out of Service:** Y **Isolate:** CHK
Exception Code: **Adverse Comment:** N **Reg Warning:** N
Test Results: 6 Busy, line in use, retest 1X.
Group TR #: **Last Closed Date:** 12/19/2005 **Pending TR #:** **Pending TR Rpt Cat:**
Dispatch Center: PITTSBURG (BELLEVUE 749) **Dispatch location:** BILYPABES01 **Scrubber Exclude:** **Referred TR #:**
Premise ACC From: **To:** **Offered Commitment:** 11/16/2005 5:00 PM **Actual Commitment:** 11/16/2005 5:00 PM
Arrival Start: **End:** **Dispatch Authorization:** Y **Charges Advised:** N
Dispatch Remarks: CANCEL, TN OK, PER SUB;

CLOSEOUT INFORMATION: **Restore Date/Time:** 11/17/2005 9:56 AM **Cust Advised Name:** **Cust TN:** **Cust Advised Date:**
 SS1 SS2 SS3

Remarks: CANCEL TN OK PER SUB Dispt/Trbl: 0975 Cause Analysis: 336 Tech ID: Exclude: N

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Line History --> Activity Log

Trouble Report #: PACW432650 Assigned User: Circuit ID/TN: 412/682/6733 Service Info: MARINO, VINCE; 3324 DAWSON ST Class of SVC: RES	Maintenance Center: PA PTTTSBURGH DRC Reported Date/Time: 11/14/2005 5:38 PM Line Status: IE Denny: N Suspend: N CCI Level: RED Service #: LOC:	Time Zone: EST
---	--	----------------

Cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
11/17/2005 9:56 AM	ASCRMP		WORKFLOW	PA PTTTSBURGH DRC		Script: CLOSEDCA; SUCCESS; 1 of 1 actions expedited; #3 CLD-CA [S]; 1 MESSAGE:
11/17/2005 9:56 AM	CLD-CA	CLD	WORKFLOW	PA PTTTSBURGH DRC		D: 0975 C: 336 H: SAV CANCEL TN OK PER SUB
11/17/2005 9:56 AM	RST-CA	RST-CA	WORKFLOW	PA PTTTSBURGH DRC		11/17/2005 09:56 EST CANCEL TN OK PER SUB
11/17/2005 9:56 AM	GRAB	IP	WORKFLOW	PA PTTTSBURGH DRC		GRAB
11/17/2005 9:56 AM	AUTOSCR		WORKFLOW	PA PTTTSBURGH DRC		RULE TYPE HIT: Q.S; RULE SET: C-SET 1; RULE ID: CLOSED CUSTOMER ADVISED; SCRIPT
11/17/2005 9:56 AM	SDC	VPV-DO	DO	PA PTTTSBURGH DRC		COMPLETION, BLVPABES01, BLVPABES01, CW432650, DRC, NDSNV, End of CXT: Z, 11/17/2005 09:56 EST, Employee Code: PA249896, START: 11/17/2005 09:56 EST, RESTORE: 11/17/2005 09:56 EST, CLOSE: 11/17/2005 09:56 EST, Tech Actual Arrival Time: , D: 0975, C: 336, HANDLING: SAV, CANCEL TN OK PER SUB, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
11/17/2005 8:46 AM	SDA	DO-PLD	DO	PA PTTTSBURGH DRC		ACKNOWLEDGEMENT, BLVPABES01, BLVPABES01, CW432650, DRC, NDSNV, End of CXT: Z, Employee Code: WFAC-INT, Acknowledge: Y, HANDOFF TO WFADO SUCCESSFUL
11/17/2005 8:46 AM	ADP	NAP	V303795	PA PTTTSBURGH DRC		11/17/2005 08:46 EST, ADP
				PA		11/17/2005 08:46 EST, V303795, BLVPABES01, Z, SCRUBBER

11/17/2005 8:46 AM	DO	DO	V303795	PITTSBURGH DRC	CANDIDATE: N
11/17/2005 8:46 AM	GRAB	IP	V303795	PA PITTSBURGH DRC	GRAB
11/16/2005 5:45 PM	DROP	AP	V374656	PA PITTSBURGH DRC	11/16/2005 17:45 EST, DROP
11/15/2005 6:23 AM	GRAB	IP	V374656	PA PITTSBURGH DRC	GRAB
11/14/2005 8:24 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 11/14/2005 TEST RECEIVED TIME: 20:21 EST TEST TYPE: FULLTEST TC: 61 DELPHI SHORT SUMMARY: Busy no speech, attempt dose out
11/14/2005 8:24 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 61 . RETRY LIMIT 1 REACHED.
11/14/2005 8:22 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	AUTO LINE TEST STARTED. TEST TYPE: FULLTEST.
11/14/2005 8:21 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 61 . RETRYING AFTER 1 MIN.
11/14/2005 8:20 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: RETEST; SUCCESS; 2 of 2 actions expected; #3 AT (S); #6 UPD (S); MESSAGE:
11/14/2005 8:20 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	AUTO LINE TEST STARTED. TEST TYPE: FULLTEST.
11/14/2005 8:20 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/14/2005 8:20 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	11/14/2005 20:20 EST AUTOMATIC LINE TEST SCHEDULED
11/14/2005 8:20 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/14/2005 8:20 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT INT; RULE SET 1: SET 2; RULE ID: RETRY/RETEST; SCRIPT
11/14/2005 8:20 PM	RCLD-CN	CLD	V371419	PA DE WW VRRC	D: C: H: RET EVRC; NDS 4MAN CLBK

11/14/2005 8:20 PM	RRET	VFY-REF	VJ71419	PA DE WV VRRC	H: RET EVRC;NDS 4MAN QJBK
11/14/2005 8:20 PM	RREST-CN	RST-QNA	VJ71419	PA DE WV VRRC	11/14/2005 20:20 EST EVRC;NDS 4MAN QJBK
11/14/2005 8:18 PM	ATC	ATC	VJ71419	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 11/14/2005 TEST RECEIVED TIME: 20:18 EST TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
11/14/2005 8:17 PM	RMK		VJ71419	PA DE WV VRRC	MANUAL LINE TEST STARTED, TEST TYPE: FULLX.
11/14/2005 8:15 PM	GRAB	IP	VJ71419	PA DE WV VRRC	GRAB
11/14/2005 5:51 PM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
11/14/2005 5:51 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
11/14/2005 5:51 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expedid; #3 REF [S]; #6 UPD [S]; MESSAGE:
11/14/2005 5:51 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/14/2005 17:51 EST, DROP
11/14/2005 5:51 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/14/2005 5:51 PM	RADD	PENOSCR	WORKFLOW	PA DE WV VRRC	NDT, 11/14/2005 17:51 EST, GAR 63N RFRD 2 SECURITY THINK LN BEING MISUSED RPTR CCI R SAVS BEING CEASED FROZEN, BY WIRELESS, POLICE INVOLVED SECURITY SHLD B CLING THM, OOS: Y
11/14/2005 5:51 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1508863; 11/14/2005 17:51 EST; 01/23/2006 04:30 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
11/14/2005 5:51 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/14/2005 5:51 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT;ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING;; SCRIPT
11/14/2005 5:51 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 11/14/2005 TEST RECEIVED TIME: 17:48 EST TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: CPE, attempt dose out
11/14/2005 5:49 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED, TEST TYPE: FULLTEST.

11/14/2005 5:48 PM	AT	AT	WORKFLOW	PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
11/14/2005 5:47 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED, TEST TYPE: FULLTEST.
11/14/2005 5:47 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	11/14/2005 17:47 EST AUTOMATIC LINE TEST SCHEDULED
11/14/2005 5:47 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
11/14/2005 5:47 PM	STAT		V366147	PA PITTSBURGH DRC	STATUS DUE AT: 11/14/2005 19:47 EST
11/14/2005 5:47 PM	RCV		V366147	PA PITTSBURGH DRC	CAD
11/14/2005 5:47 PM	ADD	PENDSCR	V366147	PA PITTSBURGH DRC	NOT, 11/14/2005 17:38 EST, GAR 63N RFRD 2 SECURITY THINK LN BEING MISUSED RPTR CCI R SAYS BEING CEASED FROZEN, BY WIRELESS, POLICE INVOLVED SECURITY SHUD B CLING THM, OOS: Y

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Line History --> Trouble Report

Trouble Report #: PACW430122 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/11/2005 10:24 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:
 Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan Port Status: Port Date # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 18 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X list Contact: 4122250017 X list

Trouble Narrative: GAR 63N *DO NT CLODMNDS TEK DSP & CL WHN DPO WL MEET AT LOC HS LEGAL WIRE TAP ON PHN SZ THIRD PARTY BREAKING IN LINE, SZ RFRD 2POLICE, PLC & HV LAWSU

EXP	STAT	DATE/TIME	STATUS
QAD		11/14/2005 1:25 PM	

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAV/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: DISP/OUT/DISPATCH OUT Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, rctest 1X
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURGH (BELLEVUE 749) Dispatch Location: BLVYPABES01 Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 11/14/2005 7:00 PM Actual Commitment: 11/14/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: N Charges Advised: N
 0902:DMNDS TEK CL WHN DSP WL MEET
 Dispatch Remarks:

CLOSEOUT INFORMATION Restore Date/Time: 11/14/2005 12:55 PM Cust Advised Name: SSI: S52: S53: Cust TN: Cust Advised Date:

Dispo/Tribl: 0902
Remarks: ST 16 VER 0 CK LN 100 PERCENT CK ALL APER LINE OK NOTR

Cause Analysis: 336

Tech ID: RMD

Exclude: N

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Line History --> Activity Log

Trouble Report #: PACW430122 Maintenance Center: PA PTTSBURGH DRC
 Assigned User: Reported Date/Time: 11/11/2005 10:24 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3329 DAWSON ST Service #:
 Class of SVC: RES LOC:

cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
11/14/2005 1:25 PM	ASCRCMP		WORKFLOW	PA PTTSBURGH DRC	Script: CLOSEDCCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [S]; 1 MESSAGE:
11/14/2005 1:25 PM	CLD-CA	CLD	WORKFLOW	PA PTTSBURGH DRC	D: 0902 C: 336 H: CCA ST 16 VER 0 OK LN 100 PERCENT OK ALL APER LINE OK NOTR
11/14/2005 1:25 PM	RST-CA	RST-CA	WORKFLOW	PA PTTSBURGH DRC	11/14/2005 12:55 EST ST 16 VER 0 OK LN 100 PERCENT OK ALL APER LINE OK NOTR
11/14/2005 1:25 PM	GRAB	IP	WORKFLOW	PA PTTSBURGH DRC	GRAB
11/14/2005 1:25 PM	AUTOSCR		WORKFLOW	PA PTTSBURGH DRC	RULE TYPE HIT:CS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED;; SCRIPT
11/14/2005 1:25 PM	SDC	VFY-DO	DO	PA PTTSBURGH DRC	COMPLETION, BLVYPABES01, BLVYPABES01, CW430122, DRC, NDSNV, End of OCT: 2, 11/14/2005 13:00 EST, Tech ID:RMD, Employee Code:DOI/FAS04, START: 11/14/2005 10:00 EST, RESTORE:11/14/2005 12:55 EST, CLOSE: 11/14/2005 13:00 EST, Tech Actual Arrval Time: , D:0902, C:336, HANDLING:CCA, ST 16 VER 0 OK LN 100 PERCENT OK ALL APER LINE OK NOTR, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
11/14/2005 12:09 PM	SDD	DO-OSP	DO	PA PTTSBURGH DRC	DISPATCH, BLVYPABES01, BLVYPABES01, CW430122, DRC, NDSNV, End of OCT: 2, 11/14/2005 12:09 EST, Tech ID:RMD, Employee Code:DOI/FAS01
11/14/2005 8:39 AM	SDL	DO-PRE	DO	PA PTTSBURGH DRC	PRE-ASSIGN, BLVYPABES01, BLVYPABES01, CW430122, DRC, NDSNV, End of OCT: 2, 11/14/2005 08:39 EST, Tech ID:RMD, Employee Code:PA749R88

11/14/2005 8:38 AM	SDN	DO-PLD	DO	PA PITTSBURGH DRC	REJECT, BLVPABES01, BLVPABES01, CW430122, DRC, NDSINV, End of OCT: 2, 11/14/2005 08:38 EST, Employee Code:PA749R88, DISPATCH REJECTED
11/14/2005 8:18 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BLVPABES01, BLVPABES01, CW430122, DRC, NDSINV, End of OCT: 2, 11/14/2005 08:18 EST, Tech ID:RLW, Employee Code:DOIIFAS01
11/11/2005 10:38 AM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BLVPABES01, BLVPABES01, CW430122, DRC, NDSINV, End of OCT: 2, Employee Code:WFAC:INT, Acknowledge:'Y, HANDOFF TO WFADO SUCCESSFUL
11/11/2005 10:38 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; SUCCESS: 2 of 2 actions expected; #3 DO [5]; #6 UPD [5]; MESSAGE:
11/11/2005 10:38 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/11/2005 10:38 EST, DROP
11/11/2005 10:38 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/11/2005 10:38 AM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	11/11/2005 10:38 EST, WORKFLOW, BLVPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
11/11/2005 10:38 AM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/11/2005 10:38 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT;ADD; RULE SET:A-SET 1; RULE ID:EXCEPTION DISPOUT; SCRIPT
11/11/2005 10:38 AM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 11/11/2005 TEST RECEIVED TIME: 10:35 EST TEST TYPE: FULLTEST TC: 36 DELPHI SHORT SUMMARY: Line ct/dial tone, retest 1X.
11/11/2005 10:34 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
11/11/2005 10:33 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
11/11/2005 10:32 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
11/11/2005 10:31 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	11/11/2005 10:31 EST AUTOMATIC LINE TEST SCHEDULED
11/11/2005 10:31 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH	

				DRC	
11/11/2005 10:31 AM	STAT		V369300	PA PITTSBURGH DRC	STATUS DUE AT: 11/11/2005 12:31 EST
11/11/2005 10:31 AM	TRDMK		V369300	PA PITTSBURGH DRC	DMNDS TEK CL WHN DSP WL MEET
11/11/2005 10:31 AM	RCV		V369300	PA PITTSBURGH DRC	CAD
11/11/2005 10:31 AM	ADD	PENDSCR	V369300	PA PITTSBURGH DRC	TRAN, 11/11/2005 10:24 EST, GAR 63N *DO NT CLODMNDS TEK DSP & CL WHN DPO WL MEET AT LOC HS LEGAL WIRE TAP ON PHN SZ THIRD PARTY BREAKING IN LINE, SZ RFRD 2POLICE, PUC & HV LAWSU, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW427151 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/08/2005 10:15 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #: LOC:
 Class of SVC: RES

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 1
 RSID: AECD: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: Y Encode: Chronic #: 17 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc Level: 0 Appl ID: CAD
 Reported By: X **list** Contact: 4122250017 X **list**

Trouble Narrative: ADD RCH GAR 63N CCI R HOOL CLICKING LOSE DT

STATUS		
EXP	STAT	DATE/TIME
	CLD	11/09/2005 2:06 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: @NIDY
 Exception Code: REPEAT/MULTI REPEAT PROCESS Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR#: Last Closed Date 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURGH (BELLEVUE 749) Dispatch Location: BLVYPABES01 Scrubber Exclude:
 Premise ACC. From: 8:00 AM To: 6:00 PM Offered Commitment: 11/10/2005 7:00 PM Actual Commitment: 11/11/2005 6:00 PM
 Arrival Start End: Dispatch Authorization: Y Charges Advised: N
 LEFT MESS EQU CLOSE;CBGO PAGE

Dispatch Remarks:
 CLOSEOUT INFORMATION Restore Date/Time: 11/09/2005 2:06 PM Cust Advised Name: Cust TN: Cust Advised Date:
 SS1 SS2 SS3

Remarks: LEFT MESS EQU CLOSE

DisptTrib: 0974

Cause Analysis: 336

Tech ID:

Exclude: N

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Line History --> Activity Log

Trouble Report #:	PACW427151	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	11/09/2005 10:15 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE,3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Service #:	
		Time Zone:	EST
		Suspend:	N CCI Level: RED
		LOC:	

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
11/09/2005 2:06 PM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC		Script: CLOSEDCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [S]: MESSAGE:
11/09/2005 2:06 PM	CLD CA	CLD	WORKFLOW	PA PITTSBURGH DRC		D: 0974 C: 336 H: SAV LEFT MESS EQU CLOSE
11/09/2005 2:06 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC		11/09/2005 14:06 EST LEFT MESS EQU CLOSE
11/09/2005 2:06 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC		GRAB
11/09/2005 2:06 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		RULE TYPE HIT:CLS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED,, SCRIPT
11/09/2005 2:06 PM	SDC	VFY-DO	DO	PA PITTSBURGH DRC		COMPLETION, BILVPABES01, BILVPABES01, CW427151, DRC, NDSNV, End of OCT: Z, 11/09/2005 14:05 EST, Employee Code:PA749RE8, START: 11/09/2005 14:00 EST, RESTORE:11/09/2005 14:06 EST, CLOSE: 11/09/2005 14:05 EST, Tech Actual Arrival Time: , D:0974, C:336, HANDLING:SAV, LEFT MESS EQU CLOSE, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
11/09/2005 6:20 AM	SDA	DO-PLD	DO	PA PITTSBURGH DRC		ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW427151, DRC, NDSNV, End of OCT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
11/09/2005 6:20 AM	ADP	NAP	V302540	PA PITTSBURGH DRC		11/09/2005 06:20 EST, ADP
				PA		11/09/2005 06:20 EST, V302540, BILVPABES01, Z, SCRUBBER

11/09/2005 6:20 AM	DO	DO	V302540	PITTSBURGH DRC	CANDIDATE: N	
11/09/2005 6:20 AM	GRAB	IP	V302540	PA PITTSBURGH DRC	GRAB	
11/08/2005 10:37 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:	
11/08/2005 10:37 PM	DROP	AP	WORKFLOW	PA PITTSBURGH DRC	11/08/2005 22:37 EST, DROP	
11/08/2005 10:37 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
11/08/2005 10:37 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
11/08/2005 10:37 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
11/08/2005 10:37 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:5-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
11/08/2005 10:37 PM	SUB		V311673	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63N CCI R HOOL CLICKING LOSE DT NEW: ADD RCH GAR 63N CCI R HOOL CLICKING LOSE DT RPTCAT OLD: CR NEW: CR RPTDDT OLD: 11/08/2005 22:15 EST NEW: 11/08/2005 22:35 EST	
11/08/2005 10:37 PM	TRODK		V311673	PA PITTSBURGH DRC	CBGO PAGE	
11/08/2005 10:27 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: REPEAT; SUCCESS; 1 of 1 actions expected; #3 RMK [S]; 1 MESSAGE:	
11/08/2005 10:27 PM	DROP	AP	WORKFLOW	PA PITTSBURGH DRC	11/08/2005 22:27 EST, DROP	
11/08/2005 10:27 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	REPEAT REPORT	
11/08/2005 10:27 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
11/08/2005 10:27 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:EXG; RULE SET:5-SET 1; RULE	

				DRC	ID:Priority=7, Criteria=EXCEPTION, SCRIPT
11/08/2005 10:27 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
11/08/2005 10:27 PM	STAT		V311673	PA PITTSBURGH DRC	STATUS DUE AT: 11/09/2005 00:27 EST
11/08/2005 10:27 PM	TROMK		V311673	PA PITTSBURGH DRC	CBGO
11/08/2005 10:27 PM	RCV		V311673	PA PITTSBURGH DRC	CAD
11/08/2005 10:27 PM	ADD	PENOSCR	V311673	PA PITTSBURGH DRC	TRAN, 11/08/2005 22:15 EST, GAR 63N CCI R HOOL CLICKING LOSE DT, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW424992 Maintenance Center: PA PTTTSBURGH DRC
 Assigned User: Reported Date/Time: 11/07/2005 10:35 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #: LOC:
 Class of SVC: RES **cancel**

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 19 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc Level: 0 Appl ID: CAD
 Reported By: X **list** Contact: 4126826733 X **list**

Narrative: Trouble GAR 63N RH: GAR 63N XFERD 2 SECURITY XFERD 2 SECURITY//R# CELL #

EXP STAT	DATE/TIME
CLD	11/07/2005 10:38 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: N/A All Calls: N/A
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR#: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: Dispatch Location: Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 11/09/2005 7:00 PM Actual Commitment: 11/09/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: N Charges Advised: N

Dispatch Remarks:

CLOSEOUT INFORMATION: Restore Date/Time: 11/07/2005 10:38 AM Cust Advised Name: MARINO,VINCE Cust TN: 4126826733 Cust Advised Date: 11/07/2005 15:38

SS1

SS2

SS3 G

Remarks	REFERRED TO ANNOYING/NUISANCE CALLS - G	Disp/Trbl	0000	Cause Analysis:	000	Tech ID:		Exclude:	Y
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Line History --> Activity Log

Trouble Report #: PACW424992 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/07/2005 10:35 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

Activity D/T	Function	Status	User ID	Center	Activity Description
11/07/2005 10:38 AM	FEC	CLD	V368892	PA PITTSBURGH DRC	D: 0000 C: 000 H: REFERRED TO ANNOYING/NUISANCE CALLS - G
11/07/2005 10:38 AM	GRAB	TP	V368892	PA PITTSBURGH DRC	GRAB
11/07/2005 10:38 AM	STAT		V368892	PA PITTSBURGH DRC	STATUS DUE AT: 11/07/2005 12:38 EST
11/07/2005 10:38 AM	RCV		V368892	PA PITTSBURGH DRC	CAD
11/07/2005 10:38 AM	ADD		V368892	PA PITTSBURGH DRC	TRAN, 11/07/2005 10:35 EST, GAR 63N RH. GAR 63N XFERD 2 SECURITY XFERD 2 SECURITY//R# CELL # . OOS: N

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ver: 09

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OARD

Line History --> Trouble Report

Trouble Report #:	PACW423816	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	11/05/2005 1:48 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Service #:	
		LOC:	
		Suspend:	N CCI Level: RED
		Time Zone:	EST

changed

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP:	Essential:	N	Enhanced SVC:	Maint Plan:	Port Status:	Port Date:	# of Subs:
RSID:	AECN:		Assoc SVC:		Recent SO #:	Recent SO Date:	09/22/2005
WS Code:	Chronic Indicator:	Y	Encore:	Chronic #:	17	Inst Repeater:	N
Esc. Level:	0	Appl ID:	CAD	Maint Repeater:	Y	Billing:	N
Reported By:				Contact:			0000000000
							X

list

list

STATUS		DATE/TIME	
EXP	STAT		
		11/05/2005	1:56 PM

Rpt Category:	CR/CUSTOMER REPORT	All Phones:	Y	All Calls:	Y
Trouble Type:	TRAN/TRANSMISSION-NOISE	Out of Service:	N	Isolate:	N/A
Exception Code:		Adverse Comment:	N	Reg. Warning:	N
Test Results:	6 Busy, line in use, retest 1X				
Group TR #:		Last Closed Date:	12/19/2005	Pending TR #:	
Dispatch Center:		Dispatch Location:		Scrubber Exclude:	
Premise ACC. From:		To:		Offered Commitment:	11/08/2005 7:00 PM
Arrival Start:		End:		Dispatch Authorization:	N
				Pending TR Rpt Cat:	
				Referred TR #:	
				Actual Commitment:	11/08/2005 7:00 PM
				Charges Advised:	N

Dispatch Remarks:

CLOSEOUT INFORMATION: Restore Date/Time: 11/05/2005 1:56 PM Cust. Advised Name: MARINO,VINCE Cust. TN: 4126826733 Cust. Advised Date: 11/05/2005 18:55

SS1:

SS2:

SS3 G

Remarks: REFERRED TO ANNOYING/NUISANCE CALLS - G

Disp/Trbl: 0000

Cause Analysis: 000

Tech ID:

Exclude: Y

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Line History --> Activity Log

Trouble Report # : PACW423816	Maintenance Center : PA PITTSBURGH DRC
Assigned User :	Reported Date/Time : 11/05/2005 1:48 PM
Circuit ID/TN : 412/692/673	Line Status : IE
Service Info : MARINO,VINCE;3374 DAWSON ST	Deny : N
Class of SVC : RES	Suspend : N CCL Level: RED
	Service # :
	LOC :

cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
11/05/2005 1:56 PM	FEC	CLD	V311127	PA PITTSBURGH DRC	D: 0000 C: 000 H: REFERRED TO ANNOYING/NUISANCE CALLS - G
11/05/2005 1:56 PM	GRAB	IP	V311127	PA PITTSBURGH DRC	GRAB
11/05/2005 1:56 PM	STAT		V311127	PA PITTSBURGH DRC	STATUS DUE AT: 11/05/2005 15:56 EST
11/05/2005 1:56 PM	RCV		V311127	PA PITTSBURGH DRC	CAD
11/05/2005 1:56 PM	ADD		V311127	PA PITTSBURGH DRC	TRAN, 11/05/2005 13:48 EST, GAR 63N TRF TO SEC, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW421614 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/03/2005 12:04 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:
 Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date # of Subs: 5
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 15 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X list Contact: MR MARINO 4122250017 X list

Trouble ADD INFO CK STAT CHRONIC/RPTR/CCI-R/TOA/SOL/SEZ:CERTAIN SOMEONE TAPPING
 Narrative: LN/REQ REFD 2 SECURITY/MMR/LINE DEAD FR 2 MINUTES, SUB CLING SQUIRTY

EXP	STAT	DATE/TIME	STATUS
QD		11/05/2005 10:56 AM	

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAV/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: VRRG/CB/VRRG CALLBACK Adverse Comment: Y Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR # Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BILVPABES01 Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 11/05/2005 7:00 PM Actual Commitment: 11/05/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 0902;PLS CBR TO CONFIRM 412-225-0017
 Dispatch Remarks:

CLOSEOUT INFORMATION . Restore Date/Time 11/05/2005 10:45 AM Cust Advised Name: S51: S52: Cust TN: S53: Cust Advised Date:

Remarks: ST 22 VER 0 NTF TOX REFD SUPV

Disp/Trbr: 0902

Cause Analysis: 336

Tech ID: RLP

Exclude: N

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Line History --> Activity Log

Trouble Report #: PACW421614 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/03/2005 12:04 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE,3324 DAWSON ST Service #:
 Class of SVC: RES LOC:

Activity D/T	Function	Status	User ID	Center	Activity Description
11/05/2005 10:56 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script CLOSED ON A SUCCESS; 1 of 1 actions expected; #3 CLD-QNA (S); MESSAGE:
11/05/2005 10:56 AM	CLD-QNA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 0902 C: 336 H: CNA ST 22 VER 0 NTF TOK REFD SUPV
11/05/2005 10:56 AM	RST-QNA	RST-QNA	WORKFLOW	PA PITTSBURGH DRC	11/05/2005 10:45 EST ST 22 VER 0 NTF TOK REFD SUPV
11/05/2005 10:56 AM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/05/2005 10:56 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:CS; RULE SET: C-SET 1; RULE ID: CLOSED CUST NOT ADVISED; SCRIPT
11/05/2005 10:56 AM	SDC	VPY-DO	DO	PA PITTSBURGH DRC	COMPLETION, BILVPABES01, BILVPABES01, CW421614, DRC, NDSNV, End of OCT: Z, 11/05/2005 10:52 EST, Tech ID: RLP, Employee Code: DOI FAS02, START: 11/05/2005 09:45 EST, RESTORE: 11/05/2005 10:45 EST, CLOSE: 11/05/2005 10:52 EST, Tech Actual Avail Time: D:0902, C:336, HANDLING: CNA, ST 22 VER 0 NTF TOK REFD SUPV, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
11/05/2005 10:05 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BILVPABES01, BILVPABES01, CW421614, DRC, NDSNV, End of OCT: Z, 11/05/2005 10:05 EST, Tech ID: RLP, Employee Code: DOI FAS03
11/05/2005 10:02 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILVPABES01, BILVPABES01, CW421614, DRC, NDSNV, End of OCT: Z, 11/05/2005 10:02 EST, Tech ID: RLP, Employee Code: PA749R05

11/04/2005 1:25 PM	DROP	NAP	V370040	PITTSBURGH DRC	11/04/2005 13:25 EST, DROP
11/04/2005 1:25 PM	GRAB	IP	V370040	PA PITTSBURGH DRC	GRAB
11/04/2005 1:20 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; # 3 FILE [S]; # 6 UPD [S]; MESSAGE:
11/04/2005 1:20 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/04/2005 13:20 EST, DROP
11/04/2005 1:20 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/04/2005 1:20 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
11/04/2005 1:20 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/04/2005 1:20 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT;SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
11/04/2005 1:20 PM	SUB		V364681	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: OK STAT CHRONIC/RPTR/CCI- R/TOA/SQ/SEZ:CERTAIN SOMEONE TAPING LV/REQ REFD 2 SECURITY/WMR NEW: ADD INFO OK STAT CHRONIC/RPTR/CCI- R/TOA/SQ/SEZ:CERTAIN SOMEONE TAPING LV/REQ REFD 2 SECURITY/WMR/LINE DEAD FR 2 MINUTES, SUB CLING SQRITY RPTCAT OLD: CR NEW: CR RPTDDT OLD: 11/03/2005 12:04 EST NEW: 11/04/2005 13:16 EST
11/04/2005 8:38 AM	DROP	NAP	V370040	PA PITTSBURGH DRC	11/04/2005 08:38 EST, DROP
11/04/2005 8:38 AM	GRAB	IP	V370040	PA PITTSBURGH DRC	GRAB
11/04/2005 8:38 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; # 3 FILE [S]; # 6 UPD [S]; MESSAGE:
11/04/2005 8:38 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/04/2005 08:38 EST, DROP
11/04/2005 8:38 AM	UPD		WORKFLOW	PA PITTSBURGH	UPDATE

11/03/2005 6:34 PM	SDA	DO-PLD	DO	PITTSBURGH DRC	NDSNV, End of CRT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
11/03/2005 6:34 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; 1 MESSAGE:
11/03/2005 6:34 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/03/2005 18:34 EST, DROP
11/03/2005 6:34 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/03/2005 6:34 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	11/03/2005 18:34 EST, WORKFLOW, BLVPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
11/03/2005 6:34 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/03/2005 6:34 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID:RETURN FROM VRAC DPO; SCRIPT
11/03/2005 6:34 PM	RCLD-CN	OLD	V311387	PA DE WV VRRC	D: C: H: DSP RPTR/CCI-R/TOA/SOL/SEZ:CERTAIN SOMEONE TAPPING LN/REQ REFD 2 SECURITY/WMR
11/03/2005 6:34 PM	RRET	VFY-REF	V311387	PA DE WV VRRC	H: DSP RPTR/CCI-R/TOA/SOL/SEZ:CERTAIN SOMEONE TAPPING LN/REQ REFD 2 SECURITY/WMR
11/03/2005 6:34 PM	RST-CN	RST-CNA	V311387	PA DE WV VRRC	11/03/2005 18:34 EST RPTR/CCI-R/TOA/SOL/SEZ:CERTAIN SOMEONE TAPPING LN/REQ REFD 2 SECURITY/WMR
11/03/2005 6:34 PM	UPD		V311387	PA PITTSBURGH DRC	UPDATE NARR OLD: ADD INFO TOA/CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR NEW: RPTR/CCI-R/TOA/SOL/SEZ:CERTAIN SOMEONE TAPPING LN/REQ REFD 2 SECURITY/WMR SCRUB OLD: N NEW: Y
11/03/2005 6:34 PM	RUPD		V311387	PA DE WV VRRC	UPDATE NARR OLD: ADD INFO TOA/CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR NEW: RPTR/CCI-R/TOA/SOL/SEZ:CERTAIN SOMEONE TAPPING LN/REQ REFD 2 SECURITY/WMR SCRUB OLD: N NEW: Y
11/03/2005 6:23 PM	ATC	ATC	V311387	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 11/03/2005 TEST RECEIVED TIME: 18:23 EST TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: OPE, attempt close out
11/03/2005 6:21 PM	RMK		V311387	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX
11/03/2005 6:21 PM	GRAB	IP	V311387	PA DE WV VRRC	GRAB

11/03/2005 1:08 PM	RSUB		V372496	PA DE WV VRRC	SUBSEQUENT NARR OLD: CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR NEW: ADD INFO TOA/CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR
11/03/2005 1:08 PM	SUB		V372496	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR NEW: ADD INFO TOA/CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR RPTCAT OLD: CR NEW: IN RPTDOT OLD: 11/03/2005 12:04 EST NEW: 11/03/2005 12:52 EST
11/03/2005 12:46 PM	RSUB		V372663	PA DE WV VRRC	SUBSEQUENT COMM OLD: NEW: MR MARINO NARR OLD: GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR NEW: CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR
11/03/2005 12:46 PM	SUB		V372663	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: NEW: MR MARINO NARR OLD: GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR NEW: CK STAT GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR RPTCAT OLD: CR NEW: IN RPTDOT OLD: 11/03/2005 12:04 EST NEW: 11/03/2005 12:43 EST
11/03/2005 12:13 PM	ASCROMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: NO MATCH!
11/03/2005 12:13 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
11/03/2005 12:13 PM	ASCROMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S J]; #6 UPD [S J]; MESSAGE:
11/03/2005 12:13 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/03/2005 12:13 EST, DROP
11/03/2005 12:13 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/03/2005 12:13 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 11/03/2005 12:13 EST, GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CCI-R WMR, OCS: N
11/03/2005 12:13 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1496023; 11/03/2005 12:13 EST; 01/11/2006 22:52 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
11/03/2005 12:13 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB

11/03/2005 12:13 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:EXC; RULE SET:E-SET 1; RULE ID:Priority=7,Criteria--EXCEPTION; SCRIPT
11/03/2005 12:13 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
11/03/2005 12:13 PM	STAT		V613244	PA PITTSBURGH DRC	STATUS DUE AT: 11/03/2005 14:13 EST
11/03/2005 12:13 PM	TRDMK		V613244	PA PITTSBURGH DRC	PLS CBR TO CONFIRM 412-725-0017
11/03/2005 12:13 PM	RCV		V613244	PA PITTSBURGH DRC	CAD
11/03/2005 12:13 PM	ADD	PENDSCR	V613244	PA PITTSBURGH DRC	TRAN, 11/03/2005 12:04 EST, GAR 63N CBR2NA SOL, CUST ADV CERTAIN SOMEONE TAPPING INTO LINE REQ WE REFER TO SECURITY CC-R WMR, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW419270 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 11/01/2005 4:43 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:
Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 2
 RSIID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 14 Inst Repeater: N Maint Repeater: Y Billing: N EBI: N COF:
 Esc Level: 0 /apl ID: CAD
 Reported By: 'X'; **List** Contact: 4126826733 | X **List**

Narrative: HOOL AP AC WMR SUB REQ THAT SUPV BE NOTIFIED

STATUS		DATE/TIME
EXP	STAT	
QD		11/03/2005 10:57 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRANSMISSION-NOISE Out of Service: N Isolate: @NIDY
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR# Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BILVPABES01 Scrubber: Exclude: Referred IR #:
 Premise ACC From: To: Offered Commitment: 11/03/2005 7:00 PM Actual Commitment: 11/03/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 Dispatch Remarks: LINE TS OK;

CLOSEOUT INFORMATION Restore Date/Time: 11/03/2005 10:57 AM Cust Advised Name: SS1: SS2: Cust TN: Cust Advised Date: SS3:

Remarks: LINE TS OK

Disp/Tt/bl: 0974

Cause Analysis: 336

Tech ID:

Exclude:N

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Line History --> Activity Log

Trouble Report #:	PACW419270	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	11/01/2005 4:43 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Service #:	
		Suspend:	N CCI Level: RED
		LOC:	

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
11/03/2005 10:57 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC		Script: CLOSED CNA; SUCCESS; 1 of 1 actions expected; #3 CLD-CNA (S); MESSAGE:
11/03/2005 10:57 AM	CLD-CNA	CLD	WORKFLOW	PA PITTSBURGH DRC		D: 0974 C: 336 H: HUD LINE TS OK
11/03/2005 10:57 AM	RST-CNA	RST-CNA	WORKFLOW	PA PITTSBURGH DRC		11/03/2005 10:57 EST LINE TS OK
11/03/2005 10:57 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC		GRAB
11/03/2005 10:57 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		RULE TYPE HTT:CLS; RULE SET:C-SET 1; RULE ID:CLOSED CUST NOT ADVISED; SCRIPT
11/03/2005 10:57 AM	SOC	WFY-DO	DO	PA PITTSBURGH DRC		COMPLETION, BLVVPABES01, BLVVPABES01, CW419270, DRC, NDSNV, End of CRT: 2, 11/03/2005 10:50 EST, Employee Code:PA749R01, START: 11/03/2005 10:30 EST, RESTORE:11/03/2005 10:57 EST, CLOSE: 11/03/2005 10:50 EST, Tech Actual Arrival Time: , D:0974, C:336, HANDLING:HUD, LINE TS OK, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
11/03/2005 9:40 AM	ATC	ATC	V311614	PA PITTSBURGH DRC		MANUAL LINE TEST RECEIVED DATE: 11/03/2005 TEST RECEIVED TIME: 09:40 EST TEST TYPE: FULLX TC: 0 DELP-II SHORT SUMMARY: CPE, attempt dose out
11/03/2005 9:38 AM	RMK		V311614	PA PITTSBURGH DRC		MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
				PA		JEOPARDY, BLVVPABES01, BLVVPABES01, CW419270, DRC, NDSNV, End of

11/03/2005 8:37 AM	SDJ	DO-JEP	DO	PITTSBURGH DRC	CTI: 2, 11/03/2005 08:37 EST, Employee Code:PA749886
11/03/2005 7:40 AM	DROP	NAP	V303795	PA PITTSBURGH DRC	11/03/2005 07:40 EST, DROP
11/03/2005 7:40 AM	GRAB	IP	V303795	PA PITTSBURGH DRC	GRAB
11/03/2005 7:08 AM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
11/03/2005 7:08 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/03/2005 07:08 EST, DROP
11/03/2005 7:08 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/03/2005 7:08 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
11/03/2005 7:08 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/03/2005 7:08 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
11/03/2005 7:08 AM	SUB		V312719	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: ADD INFO WANTS SUPV CB GOING TO DA / FCC / PUC / POLICE /GAR 63N HOOL AP AC WMR SUB REQ THAT SUPV BE NOTIFIED NEW: RFRD TO SUPV /ADD INFO WANTS SUPV CB GOING TO DA / FCC / PUC / POLICE /GAR 63N HOOL AP AC WMR SUB REQ THAT SUPV BE NOTIFIED RPTCAT OLD: CR NEW: CR RPTDDT OLD: 11/01/2005 16:43 EST NEW: 11/03/2005 07:07 EST
11/02/2005 11:51 PM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
11/02/2005 11:51 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/02/2005 23:51 EST, DROP
11/02/2005 11:51 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/02/2005 11:51 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED

11/02/2005 11:51 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
11/02/2005 11:51 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
11/02/2005 11:51 PM	SUB		V303319 WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63N HOOL AP AC WMR SUB REQ THAT SUPV BE NOTIFIED NEW: ADD INFO WANTS SUPV CB GOING TO DA / FCC / PUC / POLICE /GAR 63N HOOL AP AC WMR SUB REQ THAT SUPV BE NOTIFIED RPTCAT OLD: CR NEW: IN RPTDOT OLD: 11/01/2005 16:43 EST NEW: 11/02/2005 23:43 EST	
11/01/2005 5:59 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CM4192270, DRC, NDSNV, End of CKT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL	
11/01/2005 5:59 PM	ADP	NAP	V303795 WORKFLOW	PA PITTSBURGH DRC	11/01/2005 17:59 EST, ADP	
11/01/2005 5:59 PM	DO	DO	V303795 WORKFLOW	PA PITTSBURGH DRC	11/01/2005 17:59 EST, V303795, BILVPABES01, Z, SCRUBBER CANDIDATE: N	
11/01/2005 5:59 PM	GRAB	IP	V303795 WORKFLOW	PA PITTSBURGH DRC	GRAB	
11/01/2005 4:59 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 11/01/2005 TEST RECEIVED TIME: 16:56 EST TEST TYPE: FULLTEST TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X	
11/01/2005 4:59 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6. RETRY LIMIT 1 REACHED.	
11/01/2005 4:57 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	AUTO LINE TEST STARTED. TEST TYPE: FULLTEST.	
11/01/2005 4:56 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6. RETRYING AFTER 1 MIN.	
11/01/2005 4:55 PM	ASCROMP		WORKFLOW	PA PITTSBURGH DRC	Script: RETEST; SUCCESS; 2 of 2 actions expected; #3 AT [S]; #6 UPD [S]; 1 MESSAGE:	
11/01/2005 4:55 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	AUTO LINE TEST STARTED. TEST TYPE: FULLTEST.	
11/01/2005 4:55 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	

11/01/2005 4:55 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	11/01/2005 16:55 EST AUTOMATIC LINE TEST SCHEDULED
11/01/2005 4:55 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/01/2005 4:55 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT; INT; RULE SET: 1-SET 2; RULE ID: RETRN/RETEST; SCRIPT
11/01/2005 4:55 PM	RCLD-CN	CLD	VA40574	PA DE WV VRRC	O: C: H: RET EVRC-SEE HISTORY
11/01/2005 4:55 PM	RRET	VFY-REF	VA40574	PA DE WV VRRC	H: RET EVRC-SEE HISTORY
11/01/2005 4:55 PM	RST-CN	RST-CNA	VA40574	PA DE WV VRRC	11/01/2005 16:55 EST EVRC-SEE HISTORY
11/01/2005 4:52 PM	GRAB	IP	VA40574	PA DE WV VRRC	GRAB
11/01/2005 4:51 PM	ASRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
11/01/2005 4:51 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
11/01/2005 4:51 PM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; 1 MESSAGE:
11/01/2005 4:51 PM	DRDP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/01/2005 16:51 EST, DRDP
11/01/2005 4:51 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
11/01/2005 4:51 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 11/01/2005 16:51 EST, GAR 63N HOOL AP AC WRR SUB REQ THAT SUPV BE NOTIFIED, OOS: N
11/01/2005 4:51 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	RE: TO: PA DE WV VRRC; PADI493630; 11/01/2005 16:51 EST; 01.10/2006 03:30 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
11/01/2005 4:51 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
11/01/2005 4:51 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT; ADD; RULE SET: A-SET 1; RULE ID: DEFAULT SCREENING; SCRIPT
11/01/2005 4:51 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 11/01/2005 TEST RECEIVED TIME: 16:48 EST TEST TYPE: FULL TEST TC: 6 DELPHI SHORT

						DRC	SUMMARY: Busy, line in use, retest IX.
11/01/2005 4:51 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6. RETRY LIMIT 1 REACHED.		
11/01/2005 4:50 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.		
11/01/2005 4:49 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6. RETRYING AFTER 1 MIN.		
11/01/2005 4:48 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.		
11/01/2005 4:48 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	11/01/2005 16:48 EST AUTOMATIC LINE TEST SCHEDULED		
11/01/2005 4:48 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC			
11/01/2005 4:48 PM	STAT		V330475	PA PITTSBURGH DRC	STATUS DUE AT: 11/01/2005 18:48 EST		
11/01/2005 4:48 PM	RCV		V330475	PA PITTSBURGH DRC	CAD		
11/01/2005 4:48 PM	ADD	PENDSCR	V330475	PA PITTSBURGH DRC	TRAN, 11/01/2005 16:43 EST, GAR 63N HOOL AP AC WMR SUB REQ THAT SLPV BE NOTIFIED, OOS: N		

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Line History --> Trouble Report

Trouble Report #:	PACWA15850	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	10/30/2005 5:01 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level: RED
		Service #:	
		LOC:	

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP:	Essential: N	Enhanced SVC:	Maint Plan:	Port Status:	Port Date:	# of Subs: 1
RSID:	AEON: Assoc SVC:	Recent SO #:	Recent SO Date:	09/22/2005	Maint Plan In Effect: Y	
WS Code:	Chronic Indicator: Y	Encore:	Chronic #:	13	1st Repeater: N	Maint Repeater: Y
Esc. Level:	0	Appl ID:	CAD	Billing:	N	EB: N
Reported By:	X	Contact:	MR	4126828733	X	list

Trouble CHG TD CBR2NA GAR 63N GAR 63 A* ACTUAL CLICKS ON, WMR, WNTS TEC TO KNOCK ON
Narrative: DOOR, CUST ADVS TRANSMITTING, FREEZE REPORT CROSS CONNECTION PUC

STATUS	
EXP STAT	DATE/TIME
CLD	11/01/2005 11:04 AM

Rpt Category:	CR/CUSTOMER REPORT	All Phones:	Y	All Calls:	Y
Trouble Type:	TRAN/TRANSMISSION-NOISE	Out of Service:	N	Isolate:	N/A
Exception Code:	VRRC/CB/VRRC CALLBACK	Adverse Comment:	N	Req. Warning:	N
Test Results:	6 Busy, line in use, retest 1X.				
Group TR #:		Last Closed Date:	12/19/2005	Pending TR #:	
Dispatch Center:	PITTSBURGH (BELLEVUE 749)	Dispatch Location:	BILLYPABES01	Scrubber Exclude:	
Premise ACC From:		To:		Offered Commitment:	11/01/2005 7:00 PM
Arrival Start:		End:		Dispatch Authorization:	Y
Dispatch Remarks:	1201: . SUPPRESSOR NID ACC OK				

CLOSEOUT INFORMATION Restore Date/Time: 11/01/2005 10:55 AM Cust Advised Name: S51: S52: S53: Cust TN: Cust Advised Date:

Remarks: ST 20 V50 G78 VER 0 NTF FOK AT NIO DISPT/rbl: 1201 Cause Analysis: 336 Tech ID:RMC Exclude: N

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Line History --> Activity Log

Trouble Report #:	PACW416860	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	10/30/2005 5:01 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level: RED
		Service #:	
		LOC:	

Cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
Activity D/T	Function	Status	User ID	Center		
11/01/2005 11:04 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC		Script: CLOSEDCA; SUCCESS; 1 of 1 actions expected; #3 QLD-CA [S:] MESSAGE:
11/01/2005 11:04 AM	QLD-CA	QLD	WORKFLOW	PA PITTSBURGH DRC		D: 1201 C: 336 H: CCA ST 20 V50 G78 VER 0 NTF FOK AT NIO
11/01/2005 11:04 AM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC		11/01/2005 10:55 EST ST 20 V50 G78 VER 0 NTF FOK AT NIO
11/01/2005 11:04 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC		GRAB
11/01/2005 11:04 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		RULE TYPE HIT:QS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED; SCRIPT
11/01/2005 11:04 AM	SDC	VFY-DO	DO	PA PITTSBURGH DRC		COMPLETION, BLVPA01, BLVPA01, CW416860, DRC, NDSNV, End of OCT: Z, 11/01/2005 10:58 EST, Tech ID:RMC, Employee Code:DOI01FAS02, START: 11/01/2005 10:15 EST, RESTORE:11/01/2005 10:55 EST, CLOSE: 11/01/2005 10:58 EST, Tech Actual Arrval Time: / D:1201, C:336, HANDLING:CCA, ST 20 V50 G78 VER 0 NTF FOK AT NIO, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
11/01/2005 10:24 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC		DISPATCH, BLVPA01, BLVPA01, CW416860, DRC, NDSNV, End of OCT: Z, 11/01/2005 10:24 EST, Tech ID:RMC, Employee Code:DOI01FAS03
11/01/2005 7:18 AM	DROP	NAP	V303795	PA PITTSBURGH DRC		11/01/2005 07:18 EST, DROP

11/01/2005 7:17 AM	GRAB	IP	V303795	PITTSBURGH DRC	GRAB	
11/01/2005 7:15 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILYPABES01, BILYPABES01, CW416860, DRC, NDSNV, End of OCT: 2, 11/01/2005 07:15 EST, Tech ID:RMC, Employee Code:PA749R73	
11/01/2005 7:02 AM	ASORCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:	
11/01/2005 7:02 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	11/01/2005 07:02 EST, DROP	
11/01/2005 7:02 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
11/01/2005 7:02 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
11/01/2005 7:02 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
11/01/2005 7:02 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
11/01/2005 7:02 AM	SUB		V368460	PA PITTSBURGH DRC	SUBSEQUENT EXP OLD: NEW: VRRG/CB NARR OLD: GAR 63N GAR 63 A* ACTUAL CLICKS ON, WMR, WANTS TEC TO KNOCK ON DOOR NEW: CHG TD CBR2NA GAR 63N GAR 63 A* ACTUAL CLICKS ON, WMR, WANTS TEC TO KNOCK ON DOOR. CUST ALIENS TRANSMITTING . FREEZE REPORT CROSS CONNECTION PUC RPTAT OLD: CR NEW: IN RPTDDT OLD: 10/30/2005 17:01 EST NEW: 11/01/2005 06:59 EST	
11/01/2005 7:02 AM	TRDMK		V368460	PA PITTSBURGH DRC	SUPPRESSOR NID ACC OK	
10/31/2005 10:03 AM	SON	DO-PLD	DO	PA PITTSBURGH DRC	REJECT, BILYPABES01, BILYPABES01, CW416860, DRC, NDSNV, End of OCT: 2, 10/31/2005 10:03 EST, Employee Code:PA749R74, DISPATCH REJECTED	
10/31/2005 9:52 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BILYPABES01, BILYPABES01, CW416860, DRC, NDSNV, End of OCT: 2, 10/31/2005 09:52 EST, Tech ID:RLR, Employee Code:DOIFAS04	
10/31/2005 8:35 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE ASSIGN, BILYPABES01, BILYPABES01, CW416860, DRC, NDSNV, End of OCT: 2, 10/31/2005 08:35 EST, Tech ID:RLR, Employee Code:PA749R07	
10/30/2005 6:09 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILYPABES01, BILYPABES01, CW416860, DRC, NDSNV, End of OCT: 2, Employee Code:WFAC:INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL	

10/30/2005 6:09 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script DISPOUT; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; 1 MESSAGE:
10/30/2005 6:09 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/30/2005 18:09 EST; DROP
10/30/2005 6:09 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/30/2005 6:09 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	10/30/2005 18:09 EST; WORKFLOW; BILYPABES01, 2; SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
10/30/2005 6:09 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/30/2005 6:09 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT;INT; RULE SET:1-SET 2; RULE ID:RETURN FROM VRRC DPO; SCRIPT
10/30/2005 6:09 PM	RCLD-CN	CLD	V371419	PA DE WV VRRC	D: C: H: DSP EVRC;TOK;WNTS DPO HS WMR
10/30/2005 6:09 PM	RRET	VFY-REF	V371419	PA DE WV VRRC	H: DSP EVRC;TOK;WNTS DPO HS WMR
10/30/2005 6:09 PM	RST-CN	RST-QNA	V371419	PA DE WV VRRC	10/30/2005 18:09 EST EVRC;TOK;WNTS DPO HS WMR
10/30/2005 6:09 PM	UPD		V371419	PA PITTSBURGH DRC	UPDATE SCRUB OLD: N NEW: Y
10/30/2005 6:09 PM	RUPD		V371419	PA DE WV VRRC	UPDATE SCRUB OLD: N NEW: Y
10/30/2005 6:03 PM	ATC	ATC	V371419	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 10/30/2005 TEST RECEIVED TIME: 18:03 EST TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: CPE, attempt close out
10/30/2005 6:01 PM	RMK		V371419	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
10/30/2005 6:01 PM	GRAB	IP	V371419	PA DE WV VRRC	GRAB
10/30/2005 5:12 PM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
10/30/2005 5:12 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
10/30/2005 5:12 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; 1 MESSAGE:

10/30/2005 5:12 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/30/2005 17:12 EST, DROP
10/30/2005 5:12 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/30/2005 5:12 PM	RAOD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 10/30/2005 17:12 EST, GAR 63N GAR 63 A* ACTUAL CLOCKS ON, WNR, WNTS TEC TO KNOCK ON DOOR, OOS: N
10/30/2005 5:12 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC, PAD1490667; 10/30/2005 17:12 EST; 01/08/2006 03:51 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
10/30/2005 5:12 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/30/2005 5:12 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTT:ADD, RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING, SCRIPT
10/30/2005 5:12 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 10/30/2005 TEST RECEIVED TIME: 17:09 EST TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: OPE, attempt close out
10/30/2005 5:10 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/30/2005 5:10 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	10/30/2005 17:10 EST AUTOMATC LINE TEST SCHEDULED
10/30/2005 5:10 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/30/2005 5:10 PM	STAT		V370586	PA PITTSBURGH DRC	STATUS DUE AT: 10/30/2005 19:10 EST
10/30/2005 5:10 PM	TRDMK		V370586	PA PITTSBURGH DRC	NID AOC OK
10/30/2005 5:10 PM	RCV		V370586	PA PITTSBURGH DRC	CAD
10/30/2005 5:10 PM	ADD	PENDSCR	V370586	PA PITTSBURGH DRC	TRAN, 10/30/2005 17:01 EST, GAR 63N GAR 63 A* ACTUAL CLOCKS ON, WNR, WNTS TEC TO KNOCK ON DOOR, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW414208 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 10/27/2005 4:56 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 4
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 12 Inst Repeater: N Maint Repeater: Y Billing: N EG: N OOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X Contact: 4122250017 X

Trouble Narrative: MR STL WING ADD CBR # /ADD INFO CK STAT //14X RPTTR/CI-R/M/C COMPL/TDA/PSBL
 FRAUD-WANTS REF TO SECURITY/CLOCKING, SCREECING/WMR

EXP	STAT	DATE/TIME
QID		10/30/2005 10:19 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: @NIDY
 Ex: :ption Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BLYPABES01 Scrubber Exclude: Referred TR #:
 Premise ACC From: To: Offered Commitment: 10/31/2005 7:00 PM Actual Commitment: 10/30/2005 6:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 Dispatch Remarks: 1285;MR CALLED AGIN SDS HE GOING TO TURN IN VERIZON AND ALL EMPLOYEES HE SPOKE
 WITH BECAUSE WE INFORMED IN 70 CALL SECURITY ON /PER SUPV MRS
 BLACKMON

CLOSEOUT INFORMATION ... Restore Date/Time: 10/30/2005 10:10 AM Cust Advised Name: Cust IN: Cust Advised Date

SS1:

SS2

SS3

Disp Tibl: 1285
Remarks: ST 00 VER 0 REED DISP TO NOTIFY DUTY SUPER

Cause Analysis: 336

Tech ID: RMC

Exclude: N

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Line History --> Activity Log

Trouble Report # : PACW414208	Maintenance Center: PA PITTSBURGH DRC
Assigned User:	Reported Date/Time: 10/27/2005 4:56 PM
Circuit ID/TN: 412/682/6733	Line Status: IE
Service Info: MARINO,VINCE;3324 DAWSON ST	Deny: N
Class of SVC: RES	Suspend: N CCI Level: RED
	Service #:
	LOC:

Cancel

Activity D/T	Function	Status	User ID	Center	Activity Log	Billing	Activity Description
10/30/2005 10:19 AM	ASRCRMP		WORKFLOW	PA PITTSBURGH DRC	Script: CLOSED; SUCCESS; 1 of 1 actions expected; #3 CLD-CNA [S]; MESSAGE:		
10/30/2005 10:19 AM	CLD-CNA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 1285 C: 336 H: CNA ST 00 VER 0 REFD DISP TO NOTIFY DUTY SUPER		
10/30/2005 10:19 AM	RST-CNA	RST-CNA	WORKFLOW	PA PITTSBURGH DRC	10/30/2005 10:10 EST ST 00 VER 0 REFD DISP TO NOTIFY DUTY SUPER		
10/30/2005 10:19 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB		
10/30/2005 10:19 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: C.S; RULE SET: C-SET 1; RULE ID: CLOSED CUST NOT ADVISED;; SCRIPT		COMPLETION, BLVPABES01, BLVPABES01, CW414208, DRC, NDSMV, End of CRT: Z, 10/30/2005 10:15 EST, Tech ID: RMC, Employee Code: D0IFAS01, START: 10/30/2005 09:30 EST, RESTORE: 10/30/2005 10:10 EST, CLOSE: 10/30/2005 10:15 EST, Tech Actual Arrival Time: D: 1285, C: 336, HANDLING: CNA, ST 00 VER 0 REFD DISP TO NOTIFY DUTY SUPER, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
10/30/2005 10:04 AM	DROP	NAP	V374656	PA PITTSBURGH DRC	10/30/2005 10:04 EST, DROP		
10/30/2005 10:04 AM	GRAB	IP	V374656	PA PITTSBURGH DRC	GRAB		

10/30/2005 10:01 AM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
10/30/2005 10:01 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/30/2005 10:01 EST, DROP
10/30/2005 10:01 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/30/2005 10:01 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/30/2005 10:01 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/30/2005 10:01 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB: RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK, SCRIPT
10/30/2005 10:01 AM	SUB		V314244	PA PITTSBURGH DRC	SUBSEQUENT CON# OLD: 4126826733 NEW: 4122250017 NARR OLD: ADD INFO CK STAT //14X RPTR/CCI-R/PUC COMPL/TDA/PSBL FRAUD- WANTS REF TO SECURITY/CLICKNG, SCRECHNG/WMR NEW: MR STL WING ADD CR# /ADD INFO CK STAT //14X RPTR/CCI-R/PUC COMPL/TDA/PSBL FRAUD-WANTS REF TO SECURITY/CLICKNG, SCRECHNG/WMR RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/27/2005 16:56 EDT NEW: 10/30/2005 09:56 EST
10/30/2005 9:36 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BLV/PABES01, BLV/PABES01, CW414208, DRC, NDSNV, End of OCT: Z, 10/30/2005 09:36 EST, Tech ID:RMC, Employee Code:DOIFAS01
10/30/2005 7:17 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BLV/PABES01, BLV/PABES01, CW414208, DRC, NDSNV, End of OCT: Z, 10/30/2005 07:17 EST, Tech ID:RMC, Employee Code:PA749R92
10/28/2005 7:01 AM	DROP	NAP	V371092	PA PITTSBURGH DRC	10/28/2005 07:01 EDT, DROP
10/28/2005 7:01 AM	GRAB	IP	V371092	PA PITTSBURGH DRC	GRAB
10/27/2005 8:16 PM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
10/27/2005 8:16 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 20:16 EDT, DROP

10/27/2005 8:16 PM	UPD		WORKFLOW	PITTSBURGH DRC	UPDATE
10/27/2005 8:16 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/27/2005 8:16 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/27/2005 8:16 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUBJ; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT
10/27/2005 8:15 PM	SUB		V368328	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: CK STAT //14X RPTR/CC R/PUC COMPL/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLICONG, SCRECHNG/MNR NEW: ADD INFO CK STAT //14X RPTR/CC R/PUC COMPL/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLICONG, SCRECHNG/MNR RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/27/2005 16:56 EDT NEW: 10/27/2005 20:09 EDT
10/27/2005 8:15 PM	TRDMK		V368328	PA PITTSBURGH DRC	MR CALLED AGIN SDS HE GOING TO TURN IN VERIZON AND ALL EMPLOYEES HE SPOKE WITH BECAUSE WE INFORMED IN TO CALL SECURITY ON 18009973287/PER SUPV MRS BLACKMON
10/27/2005 8:11 PM	RMK		V368328	PA PITTSBURGH DRC	SPOKE WITH MR GV HIM A NUMBER TO CONTACT SECURITY ON ' REF TO CALL SECURITY
10/27/2005 8:01 PM	ASORCHP		WORKFLOW	PA PITTSBURGH DRC	Script: SUBJ: SUCCESS; 2 of 2 actions expected; #3 FILE [S 1]; #6 UPD [S 1]; ! MESSAGE:
10/27/2005 8:01 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 20:01 EDT, DROP
10/27/2005 8:01 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/27/2005 8:01 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/27/2005 8:01 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/27/2005 8:01 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUBJ; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT
10/27/2005 8:01 PM	SUB		V370386	PA PITTSBURGH	SUBSEQUENT NARR OLD: 14X RPTR/CC R/PUC COMPLAINT/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLICONG, SCRECHNG/MNR NEW: CK STAT //14X RPTR/CC R/PUC COMPL/TOA/PSBL FRAUD-WANTS REF TO

				DRC	SECURITY/CLOCKING, SCREECHING/WMR RPTCAT OLD: CR NEW: IN RPTDOT OLD: 10/27/2005 16:56 EDT NEW: 10/27/2005 19:55 EDT
10/27/2005 6:01 PM	SOA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BLVYPABES01, BLVYPABES01, CW414208, DRC, INDSNV, End of CQT: Z, Employee Code:WFAC:INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
10/27/2005 6:01 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; 1 MESSAGE:
10/27/2005 6:01 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 18:01 EDT, DROP
10/27/2005 6:01 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/27/2005 6:01 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 18:01 EDT, WORKFLOW, BLVYPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
10/27/2005 6:01 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/27/2005 6:01 PM	AUTOSOR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID:RETURN FROM VRRC DPO; SCRIPT
10/27/2005 6:01 PM	RCLD-CN	CLD	V311387	PA DE WV VRRC	D: C: H: DSP 14X RPTR/CC-R/PUC COMPLAINT/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLOCKING, SCREECHING/WMR
10/27/2005 6:01 PM	RRET	VFY-REF	V311387	PA DE WV VRRC	H: DSP 14X RPTR/CC-R/PUC COMPLAINT/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLOCKING, SCREECHING/WMR
10/27/2005 6:01 PM	RRESF-CN	RST-CNA	V311387	PA DE WV VRRC	10/27/2005 18:01 EDT 14X RPTR/CC-R/PUC COMPLAINT/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLOCKING, SCREECHING/WMR
10/27/2005 6:01 PM	UPD		V311387	PA PITTSBURGH DRC	UPDATE NARR OLD: CK STAT GAR 63N RH: GAR 63 *PUC COMPLAINT* REF TO SUPV,FRAUD ,WANTS REF TO SECURITY MULTI RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLOCKING OL SCREECH NEW: 14X RPTR/CC-R/PUC COMPLAINT/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLOCKING, SCREECHING/WMR SCRUB OLD: N NEW: Y
10/27/2005 6:01 PM	RUPD		V311387	PA DE WV VRRC	UPDATE NARR OLD: CK STAT GAR 63N RH: GAR 63 *PUC COMPLAINT* REF TO SUPV,FRAUD ,WANTS REF TO SECURITY MULTI RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLOCKING OL SCREECH NEW: 14X RPTR/CC-R/PUC COMPLAINT/TOA/PSBL FRAUD-WANTS REF TO SECURITY/CLOCKING, SCREECHING/WMR SCRUB OLD: N NEW: Y
10/27/2005 5:59 PM	ATC	ATC	V311387/ VRRC	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 10/27/2005 TEST RECEIVED TIME: 17:59 EDT TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: BUSY, line in use, retest IX.
10/27/2005 5:58 PM	RMK		V311387	PA DE WV VRRC	MANUAL LINE TEST STARTED, TEST TYPE: FULLX

10/27/2005 5:58 PM	GRAB	IP	V311387	PA DE WV VRRC	GRAB
10/27/2005 5:27 PM	RSUB		V368974	PA DE WV VRRC	SUBSEQUENT NARR OLD: GAR 63N RH: GAR 63 *PUC COMPLAINT* REF TO SUPV,FRAUD ,WANTS REF TO SECURITY MULT RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLODING OL SCREECHING COMP NEW: CK STAT GAR 63N RH: GAR 63 *PUC COMPLAINT* REF TO SUPV,FRAUD ,WANTS REF TO SECURITY MULT RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLODING OL SCREECH
10/27/2005 5:27 PM	SUB		V368974	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63N RH: GAR 63 *PUC COMPLAINT* REF TO SUPV,FRAUD ,WANTS REF TO SECURITY MULT RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLODING OL SCREECHING COMP NEW: CK STAT GAR 63N RH: GAR 63 *PUC COMPLAINT* REF TO SUPV,FRAUD ,WANTS REF TO SECURITY MULT RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLODING OL SCREECH RPTCAT OLD: CR NEW: IN RPTDDI OLD: 10/27/2005 16:56 EDT NEW: 10/27/2005 17:23 EDT
10/27/2005 5:04 PM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
10/27/2005 5:04 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
10/27/2005 5:03 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Scipt: VRRC; SUCCESS: 2 of 2 actions expected, #3 REF [S]; #6 UPD [S]; MESSAGE:
10/27/2005 5:03 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 17:03 EDT, DROP
10/27/2005 5:03 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/27/2005 5:03 PM	RADD	PENDSOR	WORKFLOW	PA DE WV VRRC	TRAN, 10/27/2005 17:03 EDT, GAR 63N RH: GAR 63 *PUC COMPLAINT* REF TO SUPV,FRAUD ,WANTS REF TO SECURITY MULT RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLODING OL SCREECHING COMP, OOS: N
10/27/2005 5:03 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1487770; 10/27/2005 17:03 EDT; 01/05/2006 02:42 EST; DESTINATION: ; BND: ; CTR TYPE: ; WORK TYPE: ; SCREENING
10/27/2005 5:03 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/27/2005 5:03 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING; SCRIPT
10/27/2005 5:03 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 10/27/2005 TEST RECEIVED TIME: 17:00 EDT TEST TYPE: FULLTEST TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.

10/27/2005 5:03 PM	AT	AT	WORKFLOW	PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRY LIMIT 1 REACHED.
10/27/2005 5:00 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/27/2005 4:59 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
10/27/2005 4:58 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/27/2005 4:58 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 16:58 EDT AUTOMATIC LINE TEST SCHEDULED
10/27/2005 4:58 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/27/2005 4:58 PM	STAT		V365749	PA PITTSBURGH DRC	STATUS DUE AT: 10/27/2005 18:58 EDT
10/27/2005 4:58 PM	RCV		V365749	PA PITTSBURGH DRC	CAD
10/27/2005 4:58 PM	ADD	PENDSCR	V365749	PA PITTSBURGH DRC	TRAN, 10/27/2005 16:56 EDT, GAR 63N RH: GAR 63 *PLC COMPLAINT* REF TO SUPV, FRAUD, WANTS REF TO SECURITY MULT RPTR TECH JUST ADDED A SUPPRESSOR ACTUAL CLODING OL SCREECHING COMP, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW412211 Maintenance Center: PA PTTSBURGH DRC
 Assigned User: Reported Date/Time: 10/26/2005 3:19 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO, VINCE; 3324 DAWSON ST Service #: LOC:
 Class of SVC: RES

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 4
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 10 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc Level: 0 Appl ID: VREPAIR
 Reported By: X **List** Contact: MR 4122250017 X **List**

Trouble Narrative: ROST CHK 4 WIRETAPPED///ADD INFO CK STAT PER FCC PLACE SUPPRESSR ON LINE/SUB
 CLD THINKS SM1 IS TLKNG OL SUB WTS SUPV ADV NO SUPV SZ WRONG

STATUS		DATE/TIME
EXP	STAT	
CLD		10/27/2005 10:18 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR #: Last Closed Date 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: Dispatch Location Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 10/29/2005 7:00 PM Actual Commitment: 10/27/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 1285;
 Dispatch Remarks:

CLOSEOUT INFORMATION Restore Date/Time: 10/27/2005 10:10 AM Cust Advised Name: SS1 SS2 SS3
 Cust TN: Cust Advised Date:

Remarks: ST 20 V50 G78 VER OC PL RAD NOISE SUPSR	Disp/Trbl: 1285	Cause Analysis: 325	Tech ID:RMC	Exclude:N
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Line History --> Activity Log

Trouble Report #: PACW412211 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 10/26/2005 3:19 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCT Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:

Activity D/T	Function	Status	User ID	Center	Activity Description
10/27/2005 10:18 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: CLOSEDCCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [5]:1 MESSAGE:
10/27/2005 10:18 AM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 1285 C: 325 H: CCA ST 20 V50 G78 VER OC PL RAD NOISE SUPSR
10/27/2005 10:18 AM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 10:10 EDT ST 20 V50 G78 VER OC PL RAD NOISE SUPSR
10/27/2005 10:18 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/27/2005 10:18 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:CS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED,, SCRIPT
10/27/2005 10:18 AM	SDC	VFY-DO	DO	PA PITTSBURGH DRC	COMPLETION, BLVVPABES01, BLVVPABES01, CW412211, DRC, NDSNV, End of OCT: 2, 10/27/2005 10:13 EDT, Tech ID:RMC, Employee Code:DOIFAS03, START: 10/27/2005 09:15 EDT, RESTORE:10/27/2005 10:10 EDT, CLOSE: 10/27/2005 10:13 EDT, Tech Actual Arrival Time: , D:1285, C:325, HANDLING:CCA, ST 20 V50 G78 VER OC PL RAD NOISE SUPSR, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
10/27/2005 9:19 AM	SDD	DO-OSP	DO	PA PITTSBURGH DRC	DISPATCH, BLVVPABES01, BLVVPABES01, CW412211, DRC, NDSNV, End of OCT: 2, 10/27/2005 09:19 EDT, Tech ID:RMC, Employee Code:DOIFAS04
10/27/2005 7:16 AM	DROP	NAP	V366671	PA PITTSBURGH DRC	10/27/2005 07:16 EDT, DROP

10/27/2005 7:01 AM	GRAB	IP	V368671	PITTSBURGH DRC	GRAB	
10/27/2005 6:58 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BLYVPABES01, BLYVPABES01, CW412211, DRC, NDSINV, End of OCT: 2, 10/27/2005 06:58 EDT, Tech ID:RMC, Employee Code:PA749R78	
10/27/2005 12:21 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; ! MESSAGE:	
10/27/2005 12:21 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 00:21 EDT, DROP	
10/27/2005 12:21 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
10/27/2005 12:21 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
10/27/2005 12:21 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
10/27/2005 12:21 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT; SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT	
10/27/2005 12:21 AM	SUB		V313270	PA PITTSBURGH DRC	SUBSEQUENT CON# OLD: 0000000000 NEW: 4122250017 CONNH OLD: NEW: MR RPTAT OLD: CR NEW: CR NARR OLD: ADD INFO CK STAT PER FCC PLACE SUPPSSR ON LINE/SUB OLD THINKS SM1 IS TLKNG OL SUB WTS SUPV ADV NO SUPV SZ WRONG NEW: RQST CHK 4 WIREFAPPED///ADD INFO CK STAT PER FCC PLACE SUPPSSR ON LINE/SUB OLD THINKS SM1 IS TLKNG OL SUB WTS SUPV ADV NO SUPV SZ WRONG RPTDOT OLD: 10/26/2005 15:19 EDT NEW: 10/27/2005 00:12 EDT	
10/27/2005 12:05 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; ! MESSAGE:	
10/27/2005 12:05 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/27/2005 00:05 EDT, DROP	
10/27/2005 12:05 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
10/27/2005 12:05 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	

10/27/2005 12:05 AM	GRAB	IP	WORKFLOW	PITTSBURGH DRC	GRAB	
10/27/2005 12:05 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUBJ; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT	
10/27/2005 12:05 AM	SUB		V363958	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: CK STAT PER FCC PLACE SUPPRESSR ON LINE/SUB OLD THINKS SM1 IS TLKNG OL NEW: ADD INFO CK STAT PER FCC PLACE SUPPRESSR ON LINE/SUB OLD THINKS SM1 IS TLKNG OL SUB WTS SUPV ADV NO SUPV SZ WRONG RPTCAT OLD: CR NEW: IN RPTDOT OLD: 10/26/2005 15:19 EDT NEW: 10/27/2005 00:02 EDT	
10/26/2005 11:43 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB: SUCCESS; 2 of 2 actions expected; # 3 FILE [S]; # 6 UPD [S]; MESSAGE:	
10/26/2005 11:43 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/26/2005 23:43 EDT, DROP	
10/26/2005 11:43 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
10/26/2005 11:43 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
10/26/2005 11:43 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
10/26/2005 11:43 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUBJ; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT	
10/26/2005 11:43 PM	SUB		V367276	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: PER FCC PLACE SUPPRESSR ON LINE NEW: CK STAT PER FCC PLACE SUPPRESSR ON LINE/SUB OLD THINKS SM1 IS TLKNG OL RPTCAT OLD: CR NEW: IN RPTDOT OLD: 10/26/2005 15:19 EDT NEW: 10/26/2005 23:28 EDT	
10/26/2005 3:31 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; FAILURE: 0 of 2 actions expected; # 3 DO [F]; # 6 UPD [NE]; MESSAGE: Duplicate Hand Off is not permitted for Non Design	
10/26/2005 3:31 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/26/2005 15:31 EDT, DROP	
10/26/2005 3:31 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
10/26/2005 3:31 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: INT; RULE SET: I-SET 2; RULE ID: RETURN FROM VRCC DPO; SCRIPT	

10/26/2005 3:31 PM	RCLD-ON	QLD	V330942	PA DE WV VRRC	D: C: H: DSP VRRC; T-6..PR RPRT NDS SPPRSSR, WMR
10/26/2005 3:31 PM	RRET	VPY-REF	V330942	PA DE WV VRRC	H: DSP VRRC; T-6..PR RPRT NDS SPPRSSR, WMR
10/26/2005 3:31 PM	RST-CN	RST-QVA	V330942	PA DE WV VRRC	10/26/2005 15:31 EDT VRRC; T-6..PR RPRT NDS SPPRSSR, WMR
10/26/2005 3:25 PM	ATC	ATC	V330942	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 10/26/2005 TEST RECEIVED TIME: 15:25 EDT TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X
10/26/2005 3:25 PM	RMK		V330942	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
10/26/2005 3:24 PM	GRAB	IP	V330942	PA DE WV VRRC	GRAB
10/26/2005 3:24 PM	ASRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
10/26/2005 3:24 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
10/26/2005 3:24 PM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; 1 MESSAGE:
10/26/2005 3:24 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/26/2005 15:24 EDT, DROP
10/26/2005 3:24 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/26/2005 3:24 PM	RAAD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 10/26/2005 15:24 EDT, PER FCC PLACE SPPRSSR ON LINE, OOS: N
10/26/2005 3:24 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1485488; 10/26/2005 15:24 EDT; 01/04/2006 01:03 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
10/26/2005 3:24 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/26/2005 3:24 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING; SCRIPT
10/26/2005 3:24 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 10/26/2005 TEST RECEIVED TIME: 15:21 EDT TEST TYPE: FULLTEST TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
10/26/2005 3:24 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRIABLE TEST CODE 6 . RETRY LIMIT 1 REACHED.

10/26/2005 3:21 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW412211, DRC, NDSNV, End of OKT: Z, Employee Code: WFAC:INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
10/26/2005 3:21 PM	ADP	NAP	V302540	PA PITTSBURGH DRC	10/26/2005 15:21 EDT, ADP
10/26/2005 3:21 PM	DO	DO	V302540	PA PITTSBURGH DRC	10/26/2005 15:21 EDT, V302540, BILVPABES01, Z, SCRUBBER CANDIDATE: N
10/26/2005 3:21 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED, TEST TYPE: FULLTEST.
10/26/2005 3:21 PM	GRAB	IP	V302540	PA PITTSBURGH DRC	GRAB
10/26/2005 3:21 PM	ASRCMP	PP	WORKFLOW	PA PITTSBURGH DRC	RULE TYPE: +NO-MAREH
10/26/2005 3:21 PM	SUB		V302540	PA PITTSBURGH DRC	SUBSEQUENT COMB OLD: 10/29/2005 19:00 EDT NEW: 10/27/2005 19:00 EDT #PTCAT OLD: CR NEW: CR RPTDOT OLD: 10/26/2005 15:19 EDT NEW: 10/26/2005 15:21 EDT
10/26/2005 3:20 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
10/26/2005 3:19 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	10/26/2005 15:19 EDT AUTOMATIC LINE TEST SCHEDULED
10/26/2005 3:19 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/26/2005 3:19 PM	STAT		V302540	PA PITTSBURGH DRC	STATUS DUE AT: 10/26/2005 17:19 EDT
10/26/2005 3:19 PM	ADD	PENDSCR	V302540	PA PITTSBURGH DRC	TRAN, 10/26/2005 15:19 EDT, PER FCC PLACE SUPPRESSR ON LINE, OOS: N

Line History --> Trouble Report

Trouble Report #: PACW405900 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 10/22/2005 11:48 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #: LOC:
 Class of SVC: RES

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 11 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc. Level: 0 Appl ID: CAD

Reported By: X list 4122250017 X list

Trouble Narrative: GAR 63N CBR2NA ATTN 4MN /PLEASE CALL THIS SUB BACK OR REFER TO SECURITY/BABBING ABOUT SOME SECURITY ISSUE /SAID A TECH WAS OUT YESTERDAY /WANTS A C

EXP	STAT	DATE/TIME	STATUS
	CLD	10/22/2005 12:32 PM	

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: @NIDY
 Exception Code: DRC/CB/DRC CALL BACK Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR#: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: Dispatch Location: Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 10/24/2005 7:00 PM Actual Commitment: 10/24/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N

Dispatch Remarks:

CLOSEOUT INFORMATION

Restore Date/Time: 10/22/2005 12:32 PM Cust Advised Name: S51: S52
 Cust TN: Cust Advised Date: S53

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Remarks: LFT MSSG FOR JAY LIEB

Disq/Tbl: 0000

Cause Analysis: 000

Tech ID:

Exclude: Y

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Line History --> Activity Log

Trouble Report # : PACW405900	Maintenance Center : PA PITTSBURGH DRC	Reported Date/Time : 10/22/2005 11:48 AM	Time Zone : EST
Assigned User :	Circuit ID/TN : 412/682/6733	Line Status : IE	Deny : N
Service Info : MARINO,VINCE;3324 DAWSON ST	Class of SVC : RES	Service # :	Suspend : N CCI Level: RED
		LOC :	

Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
10/22/2005 12:32 PM	CLD-CA	CLD	V367786	PA PITTSBURGH DRC	D: 0000 C: 000 H: LFT MSSG FOR JAY LIEB
10/22/2005 12:32 PM	RST-CA	RST-CA	V367786	PA PITTSBURGH DRC	10/22/2005 12:32 EDT LFT MSSG FOR JAY LIEB
10/22/2005 12:28 PM	GRAB	JP	V367786	PA PITTSBURGH DRC	GRAB
10/22/2005 11:58 AM	ASRCOMP		WORKFLOW	PA PITTSBURGH DRC	Script DRCCB: SUCCESS; 2 of 2 actions executed; #3 RMK [S]; #6 UPD
10/22/2005 11:58 AM	DROP	AP	WORKFLOW	PA PITTSBURGH DRC	10/22/2005 11:58 EDT, DROP
10/22/2005 11:58 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/22/2005 11:58 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	DRC CALLBACK
10/22/2005 11:58 AM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/22/2005 11:58 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DRCCB EXOPTN CODE; SCRIPT
				PA	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 10/22/2005 TEST

10/22/2005 11:58 AM	ATC	ATC	WORKFLOW	PITTSBURGH DRC	RECEIVED TIME: 11:55 EDT TEST TYPE: FULLTEST TC: P1 DELPHI SHORT SUMMARY: CRE, attempt close out.
10/22/2005 11:55 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/22/2005 11:55 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	10/22/2005 11:55 EDT AUTOMATIC LINE TEST SCHEDULED
10/22/2005 11:54 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/22/2005 11:54 AM	STAT		V365749	PA PITTSBURGH DRC	STATUS DUE AT: 10/22/2005 13:54 EDT
10/22/2005 11:54 AM	RCV		V365749	PA PITTSBURGH DRC	CAD
10/22/2005 11:54 AM	ADD	PENDSCR	V365749	PA PITTSBURGH DRC	TRAN, 10/22/2005 11:48 EDT, GAR 63N C8R2NA ATTN 4MIN /PLEASE CALL THIS SUB BACK OR REFER TO SECURITY/BABBLING ABOUT SOME SECURITY ISSUE /SAID A TECH WAS OUT YESTERDAY /WANTS A C, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW403856 **Maintenance Center:** PA PITTSBURGH DRC
Assigned User: **Reported Date/Time:** 10/20/2005 11:34 AM **Time Zone:** EST
Circuit ID/TN: 412/682/6733 **Line Status:** IE **Deny:** N **Suspend:** N **CCI Level:** RED
Service Info: MARINO,VINCE;3324 DAWSON ST **Service #:**
Class of SVC: RES **LOC:**

Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential **N** **Enhanced SVC:** **Maint Plan:** **Port Status:** **Port Date:** **# of Subs:** 0
RSID: **AECN:** Assoc SVC **Recent SO #:** **Recent SO Date:** 09/22/2005 **Maint Plan in Effect:** Y
W/S Code: Chronic Indicator: Y **Encore:** Chronic #: 10 **1st Repeater:** Y **Maint Repeater:** Y **Billing:** N **EB:** N **OOF:**
Esc. Level: 0 **Appl ID:** CAD
Reported By: X **Contact:** 4122250017 X **List**

Trouble Narrative: GAR 63N GAR 63 A* CCI RED, RPTTR; SOL HOOL CLOCKS ON LN, SEZ LN TAPPED, TECH WAS DSP 2 CHK LNS TLKD 2 SORRY/FRAUD, KPS HNGNG UP ON SUB, DMNDS 100% LN CHK,C

EXP	STAT	DATE/TIME
	CLD	10/21/2005 4:43 PM

Rpt Category: CR/CUSTOMER REPORT **All Phones:** Y **All Calls:** Y
Trouble Type: TRAN/TRANSMISSION-NOISE **Out of Service:** N **Isolate:** N/A
Exception Code: REPEAT/MULTI REPEAT PROCESS **Adverse Comment:** Y **Reg Warning:** N
Test Results: 6 Busy, line in use, retest 1X.
Group TR# **Last Closed Date:** 12/19/2005 **Pending TR #:** **Pending TR Rpt Cat:**
Dispatch Center: PITTSBURGH (BELLEVUE 749) **Dispatch Location:** BLVPA0501 **Subscriber Exclude:** **Referred TR #:**
Premise ACC. From: **To:** **Offered Commitment:** 10/21/2005 7:00 PM **Actual Commitment:** 10/21/2005 7:00 PM
Arrival Start **End:** **Dispatch Authorization:** Y **Charges Advised:** N
Dispatch Remarks: 0902;WILL TAKE COURT ACTION IF CNT STOP TAP ON LNI*

CLOSEOUT INFORMATION: **Restore Date/Time:** 10/21/2005 4:30 PM **Cust Advised Name:** **Cust TN:** **Cust Advised Date:**
 SS1 SS2 SS3

Remarks: ST 22 VER 61 CUST CLAIMS HIS PHONE IS TAPPED. LINE CONDI

Disp/Trbl: 0902

Cause Analysis: 111

Tech ID: RLX

Exclude: N

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Line History --> Activity Log

Trouble Report #:	PACW403856	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	10/20/2005 11:34 AM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level: RED
		Service #:	
		LOC:	

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

Activity D/T	Function	Status	User ID	Center	Activity Description
10/21/2005 4:43 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: CLOSEDCCA; SUCCESS: 1 of 1 actions expected; #3 CLD-CA (S); 1 MESSAGE:
10/21/2005 4:43 PM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 0902 C: 111 H: CCA ST 22 VER 61 JUST CLAIMS HIS PHONE IS TAPPED. LINE CONDI
10/21/2005 4:43 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	10/21/2005 16:30 EDT ST 22 VER 61 JUST CLAIMS HIS PHONE IS TAPPED. LINE CONDI
10/21/2005 4:43 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/21/2005 4:43 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:CS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED; SCRIPT
10/21/2005 4:43 PM	SDC	VPY-DO	DO	PA PITTSBURGH DRC	COMPLETION, BILVPABES01, BILVPABES01, CW403856, DRC, NDSNV, End of OCT: Z, 10/21/2005 16:38 EDT, Tech ID:RLX, Employee Code:DOIIFAS02, START: 10/21/2005 15:00 EDT, RESTORE:10/21/2005 16:30 EDT, CLOSE: 10/21/2005 16:38 EDT, Tech Actual Arrival Time: D:0902, C:111, HANDLING:CCA, ST 22 VER 61 JUST CLAIMS HIS PHONE IS TAPPED. LINE CONDI, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
10/21/2005 2:48 PM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BILVPABES01, BILVPABES01, CW403856, DRC, NDSNV, End of OCT: Z, 10/21/2005 14:48 EDT, Tech ID:RLX, Employee Code:DOIIFAS02
10/21/2005 12:38 PM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILVPABES01, BILVPABES01, CW403856, DRC, NDSNV, End of OCT: Z, 10/21/2005 12:38 EDT, Tech ID:RLX, Employee Code:PA769RE7

10/20/2005 12:30 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BLVYPABES01, BLVYPABES01, CM4403856, DRC, INDSNV, End of CRT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
10/20/2005 12:30 PM	ADP	NAP	V304160	PA PITTSBURGH DRC	10/20/2005 12:30 EDT, ADP
10/20/2005 12:30 PM	DO	DO	V304160	PA PITTSBURGH DRC	10/20/2005 12:30 EDT, V304160, BLVYPABES01, Z, SCRUBBER CANDIDATE: N RPTD TRB 100% LN INSPECT NOTIFY SUB
10/20/2005 11:57 AM	GRAB	IP	V304160	PA PITTSBURGH DRC	GRAB
10/20/2005 11:52 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: REPEAT; SUCCESS: 1 of 1 actions expected; #3 RMK [5]: MESSAGE:
10/20/2005 11:52 AM	DROP	AP	WORKFLOW	PA PITTSBURGH DRC	10/20/2005 11:52 EDT, DROP
10/20/2005 11:52 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	REPEAT REPORT
10/20/2005 11:52 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/20/2005 11:52 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:EXC; RULE SET:E-SET 1; RULE ID:Priority=7,Criteria=EXCEPTION,SCRIPT
10/20/2005 11:52 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/20/2005 11:52 AM	STAT		V370956	PA PITTSBURGH DRC	STATUS DUE AT: 10/20/2005 13:52 EDT
10/20/2005 11:52 AM	TRDMK		V370956	PA PITTSBURGH DRC	WILL TAKE COURT ACTION IF CNT STOP TAP ON LN!*
10/20/2005 11:52 AM	RCV		V370956	PA PITTSBURGH DRC	CAD
10/20/2005 11:52 AM	ADD	PENDSCR	V370956	PA PITTSBURGH DRC	TRAN, 10/20/2005 11:34 EDT, GAR 63N GAR 63 A * CCI RED, RPTR;SOL,HOOL,CLICS ON LN,SEZ LN TAPPED,TECH WAS DSP 2 CHK LMS TLKD 2 SCRPTY/FRAUD,KPS HNGNG UP ON SUB,DMAND'S 100% LN CHK,C, OOS: N

Line History --> Trouble Report

Trouble Report #: PACW401325 Maintenance Center: PA PITTSBURGH DRC
Assigned User: Reported Date/Time: 10/18/2005 9:13 AM Time Zone: EST
Circuit ID/TN: 412/682/673 Line Status: IE Deny: N Suspend: N CGI Level: RED
Service Info: MARINO,VINCE;3324 DAWSON ST Service #: LOC:
Class of SVC: RES

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 10
RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
WS Code: Chronic Indicator: Y Encore: Chronic #: 9 Inst Repeater: Y Maint Repeater: Y Billing: N EB: N COF:
Esc. Level: 0 Appl ID: CAD

Reported By: NONE

1 X

list

Contact:

4122250017 X

list

Trouble Narrative: CANC OPE ADV SUB 2 CONTACT SECURITY

Rpt Category: CR/CUSTOMER REPORT

All Phones: Y

All Calls: Y

Trouble Type: TRAN/TRANSMISSION-NOISE

Out of Service: N

Isolate: N/A

Exception Code: CAN-OPE/CANCEL OPE TBL PER SU Adverse Comment: N

Reg. Warning: N

Test Results: 6 Busy, line in use, retest 1X.

Dispatch Center:

Last Closed Date: 12/19/2005

Pending TR #:

Pending TR Rpt Cat:

Premise ACC: From:

To:

Dispatch Location:

Scrubber Exclude:

Referred TR #:

Arrival Start

End:

Dispatch Authorization: Y

Actual Commitment: 10/21/2005 6:00 PM

Charges Advised: N

Dispatch Remarks:

CLOSEOUT INFORMATION

Restore Date/Time: 10/19/2005 8:34 PM Cust Advised Name: SS1:

SS2:

Cust TN: Cust Advised Date: SS3:

Remarks: CANCEL CPE TROUBLE PER SUB

Disp/Time 1242

Cause Analysis: 227

Tech ID:

Exclude: N

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Line History --> Activity Log

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Trouble Report #: PACW401325 Assigned User: Circuit ID/TN: 412/682/6733 Service Info: MARINO,VINCE;3124 DAWSON ST Class of SVC: RES	Maintenance Center: PA PITTSBURGH DRC Reported Date/Time: 10/18/2005 9:13 AM Line Status: IE Deny: N Suspend: N CCI Level: RED Service #: LOC:	Time Zone: EST
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Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
10/19/2005 8:34 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: CANC'DESP; SUCCESS; 2 of 2 actions expected; #3 HDOON [S]; #4 CLD-CA [S]; MESSAGE:
10/19/2005 8:34 PM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 1242 C: 227 H: CANCEL OPE TROUBLE PER SUB
10/19/2005 8:34 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	10/19/2005 20:34 EDT CANCEL OPE TROUBLE PER SUB
10/19/2005 8:34 PM	HON		WORKFLOW	PA PITTSBURGH DRC	10/19/2005 20:34 EDT, WORKFLOW, BLVYABES01, BLVYABES01, 2 CANCELED DO HANDOFF ON LINE
10/19/2005 8:34 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 8:34 PM	AUTOSOR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT SUB; RULE SETS-SET 1; RULE ID:CANCEL RPT OPE-DSP; SCRIPT
10/19/2005 8:34 PM	SUB		V371780	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 10/19/2005 20:25 EDT NEW: 10/21/2005 18:00 EDT EXCP OLD: SOB-OPE NEW: CAN-OPE NARR OLD: ADD INFO SUPV TO MISS APPT XPRD ZTOW/GAR 63 HOO, AP, AC,CLICKING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BLVS LINE IS TAPPED, G REF TO TOA NEW: CANC OPE ADV SUB 2 CONTACT SECURITY RPTDDT OLD: 10/18/2005 09:13 EDT NEW: 10/19/2005 20:32 EDT RPTCAT OLD. CR NEW. IN
10/19/2005 8:21 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FLE [S]; #6 UPO [S]; MESSAGE:

10/19/2005 8:21 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/19/2005 20:21 EDT, DROP
10/19/2005 8:21 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/19/2005 8:21 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/19/2005 8:21 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 8:21 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
10/19/2005 8:21 PM	SUB		V03798 WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: ADD INFO SUPV TO MISS APPT XFRD ZTOA/GAR 63 HOOL, AP, AC,CLICKING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BLYS LINE IS TAPPED, G NEW: ADD INFO SUPV TO MISS APPT XFRD ZTOA/GAR 63 HOOL, AP, AC,CLICKING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BLYS LINE IS TAPPED, G REF TO TDA RPTCAT OLD: CR NEW: CR RPTDIT OLD: 10/18/2005 09:13 EDT NEW: 10/19/2005 20:07 EDT
10/19/2005 8:07 PM	ASORCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; 1 MESSAGE:
10/19/2005 8:07 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/19/2005 20:07 EDT, DROP
10/19/2005 8:07 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/19/2005 8:07 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/19/2005 8:07 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 8:07 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
10/19/2005 8:07 PM	SUB		V368223 WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: MISS APPT XFRD ZTOA/GAR 63 HOOL, AP, AC,CLICKING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BLYS LINE IS TAPPED, G NEW: ADD INFO SUPV TO MISS APPT XFRD ZTOA/GAR 63 HOOL, AP, AC,CLICKING OL, SAME @ NID, PD ELECTRON TO CHK, VER O,

10/19/2005 7:22 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/19/2005 7:22 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 7:22 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK, SCRIPT
10/19/2005 7:22 PM	SUB		V341642	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 10/19/2005 19:00 EDT NEW: 10/19/2005 19:25 EDT NARR OLD: CHECKING STATUS - PRIOR TO COMMITMENTXK STAT GAR 63 HOOL, AP, AC, CLODING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BLVS LINE IS TAPPED, GAVE RIGHTS NEW: MISS APPT CHECKING STATUS - PRIOR TO COMMITMENTXK STAT GAR 63 HOOL, AP, AC, CLODING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BLVS LINE IS TAPPED, G RPTCAT OLD: CR NEW: CR RPTDDT OLD: 10/18/2005 09:13 EDT NEW: 10/19/2005 19:20 EDT
10/19/2005 4:42 PM	UPD		V370040	PA PITTSBURGH DRC	UPDATE SCRUB OLD: N NEW: Y
10/19/2005 4:42 PM	DROP	NAP	V370040	PA PITTSBURGH DRC	10/19/2005 16:42 EDT, DROP
10/19/2005 4:42 PM	GRAB	IP	V370040	PA PITTSBURGH DRC	GRAB
10/19/2005 4:39 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS: 2 of 2 addres expected; #3 FILE [S]; #6 UPD [S]; 1 MESSAGE:
10/19/2005 4:39 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/19/2005 16:39 EDT, DROP
10/19/2005 4:39 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/19/2005 4:39 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/19/2005 4:39 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 4:39 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK, SCRIPT

10/19/2005 4:39 PM	SUB		V341642	PA PITTSBURGH DRC	SUBSEQUENT RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/18/2005 09:13 EDT NEW: 10/19/2005 16:36 EDT
10/19/2005 4:12 PM	SDU	DO-PLD	DO	PA PITTSBURGH DRC	UPDATE, BILLVABES01, BILLVABES01, CW401325, DRC, NDSNV, End of OCT: 2, 10/19/2005 16:12 EDT, Employee Code:PA749R98
10/19/2005 3:49 PM	DROP	NAP	V303795	PA PITTSBURGH DRC	10/19/2005 15:49 EDT, DROP
10/19/2005 3:49 PM	GRAB	JP	V303795	PA PITTSBURGH DRC	GRAB
10/19/2005 3:33 PM	ASRCOMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB, SUCCESS; 2 of 2 actions expected; #3 FLE [S]; #6 UPD [S]; MESSAGE:
10/19/2005 3:33 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/19/2005 15:33 EDT, DROP
10/19/2005 3:33 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/19/2005 3:33 PM	FLE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/19/2005 3:33 PM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 3:33 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
10/19/2005 3:33 PM	SUB		V372106	PA PITTSBURGH DRC	SUBSEQUENT RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/18/2005 09:13 EDT NEW: 10/19/2005 15:29 EDT
10/19/2005 3:30 PM	ASRCOMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB, SUCCESS; 2 of 2 actions expected; #3 FLE [S]; #6 UPD [S]; MESSAGE:
10/19/2005 3:29 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/19/2005 15:29 EDT, DROP
10/19/2005 3:29 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/19/2005 3:29 PM	FLE		WORKFLOW	PA PITTSBURGH	SUBSEQUENT RECEIVED

					DRC	
10/19/2005 3:29 PM	GRAB	IP		WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 3:29 PM	AUTOSCR			WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK, SCRIPT
10/19/2005 3:29 PM	SUB			V311804	PA PITTSBURGH DRC	SUBSEQUENT EXCP OLD: NEW: SCRB-CPE RPTCAT OLD: CR NEW: IM RPTDDT OLD: 10/18/2005 09:13 EDT NEW: 10/19/2005 15:23 EDT
10/19/2005 3:27 PM	DROP	NAP		V303795	PA PITTSBURGH DRC	10/19/2005 15:27 EDT, DROP
10/19/2005 3:26 PM	GRAB	IP		V303795	PA PITTSBURGH DRC	GRAB
10/19/2005 3:19 PM	ASRCMP			WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FLE [S]; #6 UPD [S]; MESSAGE:
10/19/2005 3:18 PM	DROP	NAP		WORKFLOW	PA PITTSBURGH DRC	10/19/2005 15:18 EDT, DROP
10/19/2005 3:18 PM	UPD			WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/19/2005 3:18 PM	FLE			WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/19/2005 3:18 PM	GRAB	IP		WORKFLOW	PA PITTSBURGH DRC	GRAB
10/19/2005 3:18 PM	AUTOSCR			WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK, SCRIPT
10/19/2005 3:18 PM	SUB			44444444	PA PITTSBURGH DRC	SUBSEQUENT ISOLT OLD: @NIDY NEW: N/A NARR OLD: CK STAT GAR 63 HOOL AP, AC,CLOCKING OL, SAME @ NID , PD ELECTRON TO CHK, VER O, BLVS LINE IS TAPPED, GAVE RIGHTS MNC-Y FOR TAP/TOA G HUNT ADVSD 10-19 NEW: CHECKING STATUS - PRIOR TO COMMITMENTCK STAT GAR 63 HOOL, AP, AC,CLOCKING OL, SAME @ NID , PD ELECTRON TO CHK, VER O, BLVS LINE IS TAPPED, GAVE RIGHTS RPTDDT OLD: 10/18/2005 09:13 EDT NEW: 10/19/2005 15:18 EDT RPTCAT OLD: CR NEW: CR RPTM OLD: NEW: NONE
10/19/2005 7:44 AM	SDL	DO-PRE	DO		PA PITTSBURGH	PRE-ASSIGN, BLYPABES01, BLYPABES01, CM4401325, DRC, NDSNV, End of OCT: Z, 10/19/2005 07:44 EDT, Tech ID:RMH, Employee

10/18/2005 11:52 AM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	10/18/2005 11:52 EDT, WORKFLOW, BILVPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
10/18/2005 11:52 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/18/2005 11:52 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID:RETURN FROM VRRC DPO; SCRIPT
10/18/2005 11:52 AM	RCLD-CN	CLD	V346885	PA DE WV VRRC	D: C: H: DSP EVRC:LN T=V6/TRBL @ NID PER SUB/MMR/MULTI RPTR
10/18/2005 11:52 AM	RRET	VPY-REF	V346885	PA DE WV VRRC	H: DSP EVRC:LN T=V6/TRBL @ NID PER SUB/MMR/MULTI RPTR
10/18/2005 11:52 AM	RST-CN	RST-CNA	V346885	PA DE WV VRRC	10/18/2005 11:52 EDT EVRC:LN T=V6/TRBL @ NID PER SUB/MMR/MULTI RPTR
10/18/2005 11:50 AM	ATC	ATC	V346885	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 10/18/2005 TEST RECEIVED TIME: 11:50 EDT TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
10/18/2005 11:49 AM	RMK		V346885	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
10/18/2005 11:49 AM	GRAB	IP	V346885	PA DE WV VRRC	GRAB
10/18/2005 9:45 AM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
10/18/2005 9:45 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
10/18/2005 9:45 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE:
10/18/2005 9:45 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/18/2005 09:45 EDT, DROP
10/18/2005 9:45 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/18/2005 9:45 AM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN: 10/18/2005 09:45 EDT, GAR 63 HOOL, AP, AC, CLICKING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BUYS LINE IS TAPPED, GAVE RIGHTS, ADV CHRGS MAY APPLY 2 CHK FOR TAPS, . OOS: N
10/18/2005 9:45 AM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1471726; 10/18/2005 09:45 EDT; 12/26/2005 19:24 EST. DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
10/18/2005 9:45 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH	GRAB

				DRC	
10/18/2005 9:45 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING;, SCRIPT
10/18/2005 9:45 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/18/2005 9:44 AM	STAT		V366311	PA PITTSBURGH DRC	STATUS DUE AT: 10/18/2005 11:44 EDT
10/18/2005 9:44 AM	RCV		V366311	PA PITTSBURGH DRC	CAD
10/18/2005 9:44 AM	ADD	PENDSCR	V366311	PA PITTSBURGH DRC	TRAN, 10/18/2005 09:13 EDT, GAR 63 HOOL, AP, AC, CLICKING OL, SAME @ NID, PD ELECTRON TO CHK, VER O, BLVS LINE IS TAPPED, GAVE RIGHTS, ADV CHRGS MAY APPLY 2 CHK FOR TAPS,, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW398366 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 10/15/2005 4:26 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:
 CANCEL

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 4
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 8 1st Repeater: Y Maint Repeater: Y Billing: N EB: N OOF
 Esc. Level: 0 Appl ID: CAD

Reported By: NONE X | list | Contact: VINCE MARINO | 0000000000 | X | list

Trouble Narrative: CANC PER SUB TRBL WITH CHECK STAT GAR G3N CBR2NA CCI RED **REPEATER**
 CLODING ON LINE-TECH OUT CHKD NID & LEFT SAID TRBL IN CO/CUST SEZ LN IS BEING

STATUS		DATE/TIME
EXP	STAT	
	CLD	10/17/2005 7:37 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: CAN-CPE/CANCEL CPE TBL PER SU Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: Dispatch Location: Scheduler Exclude: Referred TR #:
 Premise ACC. From: To Offered Commitment: 10/18/2005 7:00 PM Actual Commitment: 10/18/2005 6:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N

Dispatch Remarks:

CLOSEOUT INFORMATION Restore Date/Time: 10/17/2005 7:37 AM Cust Advised Name: S51 S52 S53
 Cust TN: Cust Advised Date:

Remarks: CANCEL OPE TROUBLE PER SUB Disp/Tbl: 1242 Cause Analysis: 227 Tech ID: Exclude: N

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Line History --> Activity Log

Trouble Report # : PACW398366 **Maintenance Center:** PA PTTTSBURGH DRC
Assigned User: **Reported Date/Time:** 10/15/2005 4:26 PM **Time Zone:** EST
Circuit ID/TN: 412/682/6733 **Line Status:** IE **Deny:** N **Suspend:** N **CCI Level:** RED
Service Info: MARINO,VINCE;3324 DAWSON ST **Service #:**
Class of SVC: RES **LOC:**

cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
10/17/2005 7:37 AM	ASGRCMP		WORKFLOW	PA PTTTSBURGH DRC	Script: CANCELEDP, SUCCESS; 2 of 2 actions expected; #3 HDOWN [S]; #4 QD-CA [S]; MESSAGE:
10/17/2005 7:37 AM	QD-CA	QD	WORKFLOW	PA PTTTSBURGH DRC	D: 1242 C: 227 H: CANCEL CPE TROUBLE PER SUB
10/17/2005 7:37 AM	RST-CA	RST-CA	WORKFLOW	PA PTTTSBURGH DRC	10/17/2005 07:37 EDT CANCEL CPE TROUBLE PER SUB
10/17/2005 7:37 AM	HCN		WORKFLOW	PA PTTTSBURGH DRC	10/17/2005 07:37 EDT, WORKFLOW, BILVPABES01, BILVPABES01, Z CANCELLED DO HANDOFF ON LINE
10/17/2005 7:37 AM	GRAB	IP	WORKFLOW	PA PTTTSBURGH DRC	GRAB
10/17/2005 7:37 AM	AUTOSCR		WORKFLOW	PA PTTTSBURGH DRC	RULE TYPE HIT; SUB; RULE SET: S-SET 1; RULE ID: CANCEL RPT CPE-DSP; SCRIPT
10/17/2005 7:37 AM	SUB		44444444	PA PTTTSBURGH DRC	SUBSEQUENT CON# OLD: 4122250017 NEW: 0000000000 EXCP OLD: NEW: CAN-CPE NARR OLD: CK STAT GAR 63N CBR2NA OI RED **REPEATER** CLODNG ON LINE-TECH OUT CHKD NID & LEFT SAID TRBL IN CO/CUST SEZ LN IS BEING TAPPED/CUSTOMER TO CLL PUC NEW: CANG PER SUB TRBL WITH CHECK STAT GAR 63N CBR2NA OI RED **REPEATER** CLODNG ON LINE-TECH OUT CHKD NID & LEFT SAID TRBL IN CO/CUST SEZ LN IS BEING RPTDDT OLD: 10/15/2005 16:26 EDT NEW: 10/17/2005 07:37 EDT RPTNM OLD: NEW: NONE RPTCAT OLD: CR NEW: IN
10/16/2005 11:56 AM	DROP	NAP	V303206	PA PTTTSBURGH	10/16/2005 11:56 EDT, DROP

Verizon PA
Exh. No. 2

				DRC	
10/16/2005 11:56 AM	GRAB	IP	V303206	PA PITTSBURGH DRC	GRAB
10/16/2005 11:52 AM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
10/16/2005 11:52 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/16/2005 11:52 EDT, DROP
10/16/2005 11:52 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/16/2005 11:52 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/16/2005 11:52 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/16/2005 11:52 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SETS:SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
10/16/2005 11:52 AM	SUB		V366147	PA PITTSBURGH DRC	SUBSEQUENT REPCAT OLD: CR NEW: IN RPTDDT OLD: 10/15/2005 16:26 EDT NEW: 10/16/2005 11:46 EDT
10/16/2005 11:23 AM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
10/16/2005 11:23 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/16/2005 11:23 EDT, DROP
10/16/2005 11:23 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/16/2005 11:23 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/16/2005 11:23 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/16/2005 11:23 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HT:SUB; RULE SETS:SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT

10/16/2005 11:23 AM	SUB		V571857	PA PITTSBURGH DRC	SUBSEQUENT RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/15/2005 16:26 EDT NEW: 10/16/2005 11:19 EDT
10/16/2005 11:19 AM	ASRCOMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS: 2 of 2 actions expected; #3 FLE [S]; #6 UPD [S]; MESSAGE:
10/16/2005 11:19 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/16/2005 11:19 EDT, DROP
10/16/2005 11:19 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/16/2005 11:19 AM	FLE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/16/2005 11:19 AM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/16/2005 11:19 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
10/16/2005 11:19 AM	SUB		VZ87939	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63N CBR2NA CCI RED **REPEATER** CLICKING ON LINE-TECH OUT CHKD NID & LEFT SAID TRBL IN CO/CUST SEZ LN IS BEING TAPPED/CUSTOMER TO CL PUC/WMR NEW: CK STAT GAR 63N CBR2NA CCI RED **REPEATER** CLICKING ON LINE-TECH OUT CHKD NID & LEFT SAID TRBL IN CO/CUST SEZ LN IS BEING TAPPED/CUSTOMER TO CL PUC RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/15/2005 16:26 EDT NEW: 10/16/2005 11:13 EDT
10/15/2005 4:52 PM	ASRCOMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; SUCCESS: 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; MESSAGE:
10/15/2005 4:52 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW398366, DRC, NDSNV, End of CRT: Z, Employee Code:WFAC:INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
10/15/2005 4:52 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/15/2005 16:52 EDT, DROP
10/15/2005 4:52 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/15/2005 4:52 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	10/15/2005 16:52 EDT, WORKFLOW, BILVPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT

10/15/2005 4:52 PM	GRAB	IP	WORKFLOW	PITTSBURGH DRC	GRAB
10/15/2005 4:52 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID:RETURN FROM VRRC DPO; SCRIPT
10/15/2005 4:52 PM	RQD-CN	CLD	V314093	PA DE WV VRRC	D: C: H: DSP EVRC:TEK SD CO TRBL
10/15/2005 4:52 PM	RRET	VPY-REF	V314093	PA DE WV VRRC	H: DSP EVRC:TEK SD CO TRBL
10/15/2005 4:52 PM	RRST-CN	RST-CNA	V314093	PA DE WV VRRC	10/15/2005 16:52 EDT EVRC:TEK SD CO TRBL
10/15/2005 4:42 PM	ATC	ATC	V314093	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 10/15/2005 TEST RECEIVED TIME: 15:42 EDT TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: CPE, attempt close out
10/15/2005 4:41 PM	RMK		V314093	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
10/15/2005 4:40 PM	GRAB	IP	V314093	PA DE WV VRRC	GRAB
10/15/2005 4:40 PM	ASCRCHP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
10/15/2005 4:40 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
10/15/2005 4:40 PM	ASCRCHP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]: #6 UPD
10/15/2005 4:40 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/15/2005 16:40 EDT, DROP
10/15/2005 4:40 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/15/2005 4:40 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 10/15/2005 16:40 EDT, GAR 63N CBR2NA CQI RED **REPEATER** CLICKING ON LINE-TECH OUT CHKD MID & LEFT SAID TRBL IN CO/CLST SEZ LN IS BEING TAPPED/CUSTOMER TO CL PUC/WMR. OOS: N
10/15/2005 4:40 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1467831; 10/15/2005 16:40 EDT; 12/24/2005 02:19 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
10/15/2005 4:40 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/15/2005 4:40 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING; SCRIPT

10/15/2005 4:40 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 10/15/2005 TEST RECEIVED TIME: 16:37 EDT TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: OPE, attempt close out
10/15/2005 4:38 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/15/2005 4:38 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	10/15/2005 16:38 EDT AUTOMATIC LINE TEST SCHEDULED
10/15/2005 4:38 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/15/2005 4:38 PM	STAT		V330003	PA PITTSBURGH DRC	STATUS DUE AT: 10/15/2005 18:38 EDT
10/15/2005 4:38 PM	RCV		V330003	PA PITTSBURGH DRC	CAD
10/15/2005 4:38 PM	ADD	PENDSCR	V330003	PA PITTSBURGH DRC	TUAN, 10/15/2005 16:26 EDT, GAR 63N CBR2NA CI RED **REPEATER** CLICKING ON LINE-TECH OUT CHKD NID & LEFT SAID TRBL IN CO/CUST SEZ LN IS BEING TAPED/CUSTOMER TO CL PWC/WMR, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW395998 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 10/13/2005 4:13 PM Time Zone: EST
 Circuit ID/TN: 412/682/673 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE,3324 DAWSON ST Service #:
 Class of SVC: RES LOC:

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 3
 RSID: AECN: Assoc. SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 W5 Code: Chronic Indicator: Y Encore: Chronic #: 7 Inst Repeater: Y Maint Repeater: Y Billing: N EB: N OOF:
 Esc Level: 0 Appl ID: CAD
 Reported By: X | | 4122250017 X |

Trouble Narrative: CK STAT SUB STTES TAP ON LINE /ADD INFO //PUC COMP.MR SEZ LOOP CURRANT
 IS2HIGH//8X RPTN/CLICKS,NOISE,MOUL/APAC/WMR/PREV TRBL CLOSED OUT 2: REF 2
 SECU

STATUS		
EXP	STAT	DATE/TIME
	CD	10/15/2005 3:33 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: REPEAT/MULTI REPEAT PROCESS Adverse Comment: N Reg Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR#: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BLVPA8E01 Scrubber Exclude: Referred TR #:
 Premise ACC. From: 1:00 PM To: 7:00 PM Offered Commitment: 10/15/2005 7:00 PM Actual Commitment: 10/15/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 0902:MR MARINO
 Dispatch Remarks:

CLOSEOUT INFORMATION Restore Date/Time: 10/15/2005 3:09 PM Cust Advised Name: Cust TN: Cust Advised Date:
 SS1 SS3

Remarks: ST 65 VER XX 0902 FOUND OK/TECH NTF TST OK

Disp/T/Id: 0902

Cause Analysis: 336

Tech ID: RLS

Exclude: N

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Line History --> Activity Log

Trouble Report #:	PACW395998	Maintenance Center:	PA PTTTSBURGH DRC
Assigned User:		Reported Date/Time:	10/13/2005 4:13 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level: RED
		Service #:	
		LOC:	

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
Activity D/T	Function	Status	User ID	Center		
10/15/2005 3:33 PM	ASCRCMP		WORKFLOW	PA PTTTSBURGH DRC		Script: CLOSEDCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [S]: 1 MESSAGE:
10/15/2005 3:33 PM	CLD-CA	CLD	WORKFLOW	PA PTTTSBURGH DRC		D: 0902 C: 336 H: CCA ST 65 VER XX 0902 FOUND OK/TECH NTF TST OK
10/15/2005 3:33 PM	RST-CA	RST-CA	WORKFLOW	PA PTTTSBURGH DRC		10/15/2005 15:00 EDT ST 65 VER XX 0902 FOUND OK/TECH NTF TST OK
10/15/2005 3:33 PM	GRAB	IP	WORKFLOW	PA PTTTSBURGH DRC		GRAB
10/15/2005 3:33 PM	AUTOSOR		WORKFLOW	PA PTTTSBURGH DRC		RULE TYPE HIT:CLS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED;; SCRIPT
10/15/2005 3:33 PM	SDC	VPY-DO	DO	PA PTTTSBURGH DRC		COMPLETION, BILVPABES01, BILVPABES01, CM395998, DRC, NDSNV, End of OCT: Z, 10/15/2005 15:33 EDT, Tech ID:RLS, Employee Code:DOIFAS01, START: 10/15/2005 13:30 EDT, RESTORE:10/15/2005 15:00 EDT, CLOSE: 10/15/2005 15:33 EDT, Tech Actual Arrival Time: D:0902, C:336, HANDLING:CCA, ST 65 VER XX 0902 FOUND OK/TECH NTF TST OK, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
10/15/2005 1:28 PM	SDD	DO-DSP	DO	PA PTTTSBURGH DRC		DISPATCH, BILVPABES01, BILVPABES01, CM395998, DRC, NDSNV, End of OCT: Z, 10/15/2005 13:28 EDT, Tech ID:RLS, Employee Code:DOIFAS01
10/15/2005 1:08 PM	SDN	DO-PLD	DO	PA PTTTSBURGH DRC		REJECT, BILVPABES01, BILVPABES01, CM395998, DRC, NDSNV, End of OCT: Z, 10/15/2005 13:08 EDT, Employee Code:PA749R63, DISPATCH REJECTED
				PA		DISPATCH, BILVPABES01, BILVPABES01, CM395998, DRC, NDSNV, End of

10/15/2005 12:55 PM	SDD	DO-DSP	DO	PITTSBURGH DRC	OKT: 2, 10/15/2005 12:55 EDT, Test ID:RLR, Employee Code:DOIFAS06
10/15/2005 9:32 AM	DROP	NAP	V303131	PA PITTSBURGH DRC	10/15/2005 09:32 EDT, DROP
10/15/2005 9:32 AM	GRAB	IP	V303131	PA PITTSBURGH DRC	GRAB
10/15/2005 9:14 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
10/15/2005 9:14 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/15/2005 09:14 EDT, DROP
10/15/2005 9:14 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/15/2005 9:14 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/15/2005 9:14 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/15/2005 9:14 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTT:SUB; RULE SETS-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
10/15/2005 9:14 AM	SUB		V302539	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: ADD INFO //P/MC COMP,MR SEZ LOOP CURRANT 15ZHGH/8X RPTN/CLKS,NOISE,HOOI/APAC/MNR/PREV TRBL CLOSED OUT 2; REF 2 SECURITY NEW: OK STAT SUB STES TAP ON LINE /ADD INFO //P/MC COMP,MR SEZ LOOP CURRANT 15ZHGH/8X RPTN/CLKS,NOISE,HOOI/APAC/MNR/PREV TRBL CLOSED OUT 2; REF 2 SECU RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/13/2005 16:13 EDT NEW: 10/15/2005 09:10 EDT
10/14/2005 4:16 PM	DROP	NAP	V312779	PA PITTSBURGH DRC	10/14/2005 16:16 EDT, DROP
10/14/2005 4:16 PM	GRAB	IP	V312779	PA PITTSBURGH DRC	GRAB
10/14/2005 10:45 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
10/14/2005 10:45 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH	10/14/2005 10:45 EDT, DROP

				DRC	
10/14/2005 10:45 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/14/2005 10:45 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/14/2005 10:45 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/14/2005 10:45 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:5-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
10/14/2005 10:44 AM	SUB		V313369	PA PITTSBURGH DRC	SUBSEQUENT EXCP OLD: NEW: REPEAT NARR OLD: OK STAT 8X RPTR/CLICKS,NOISE,HOOUL/APAC/MNR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY NEW: ADD INFO //PLC COMP,MR SEZ LOOP CURRANT 152HIGH/8X RPTR/CLICKS,NOISE,HOOUL/APAC/MNR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY RPTCAT OLD: CR NEW: CR RPTDDT OLD: 10/13/2005 16:13 EDT NEW: 10/14/2005 10:20 EDT
10/14/2005 10:24 AM	DROP	NAP	V371092	PA PITTSBURGH DRC	10/14/2005 10:24 EDT, DROP
10/14/2005 10:24 AM	GRAB	IP	V371092	PA PITTSBURGH DRC	GRAB
10/14/2005 9:39 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script SUB: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; 1 MESSAGE:
10/14/2005 9:39 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/14/2005 09:39 EDT, DROP
10/14/2005 9:39 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/14/2005 9:39 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
10/14/2005 9:39 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/14/2005 9:39 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:5-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
					SUBSEQUENT NARR OLD: 8X RPTR/CLICKS,NOISE,HOOUL/APAC/MNR/PREV

10/14/2005 9:39 AM	SUB		V365047	PA PITTSBURGH DRC	TRBL CLOSED OUT 2: REF 2 SECURITY NEW: CK STAT 8X RPTR/CLKS,NOISE,HOO/APAC/WMR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY RPTCAT OLD: CR NEW: IN RPTDOT OLD: 10/13/2005 16:13 EDT NEW: 10/14/2005 09:31 EDT
10/13/2005 6:26 PM	ASORCMP		WORKFLOW	PA PITTSBURGH DRC	Scripte DISPOUT; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; MESSAGE:
10/13/2005 6:26 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW395998, DRC, NDSNV, End of CRT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
10/13/2005 6:26 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/13/2005 18:26 EDT, DROP
10/13/2005 6:26 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/13/2005 6:26 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	10/13/2005 18:26 EDT, WORKFLOW, BILVPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
10/13/2005 6:26 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/13/2005 6:26 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE 10:RETURN FROM VRRC DPO,, SCRIPT
10/13/2005 6:26 PM	RCLD-CN	CLD	V311387	PA DE WV VRRC	D: C: H: DSP 8X RPTR/CLKS,NOISE,HOO/APAC/WMR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY
10/13/2005 6:26 PM	RRET	VPY-RBF	V311387	PA DE WV VRRC	H: DSP 8X RPTR/CLKS,NOISE,HOO/APAC/WMR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY
10/13/2005 6:26 PM	RREST-CN	RST-CNA	V311387	PA DE WV VRRC	10/13/2005 18:26 EDT 8X RPTR/CLKS,NOISE,HOO/APAC/WMR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY
10/13/2005 6:26 PM	UPD		V311387	PA PITTSBURGH DRC	UPDATE NARR OLD: GAR 63 RPTTR CLKCS NOISE HOO AP AC MVCY NEW: 8X RPTR/CLKS,NOISE,HOO/APAC/WMR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY SCRUB OLD: N NEW: Y
10/13/2005 6:26 PM	RUPD		V311387	PA DE WV VRRC	UPDATE NARR OLD: GAR 63 RPTTR CLKCS NOISE HOO AP AC MVCY NEW: 8X RPTR/CLKS,NOISE,HOO/APAC/WMR/PREV TRBL CLOSED OUT 2: REF 2 SECURITY SCRUB OLD: N NEW: Y
10/13/2005 6:18 PM	ATC	ATC	V311387	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 10/13/2005 TEST RECEIVED TIME: 18:18 EDT TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: CP6, attempt dose out
10/13/2005 6:17 PM	RMK		V311387	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
10/13/2005 6:16 PM	GRAB	IP	V311387	PA DE WV	GRAB

10/13/2005 4:41 PM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
10/13/2005 4:41 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
10/13/2005 4:41 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script VRRC SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE:
10/13/2005 4:41 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/13/2005 16:41 EDT, DROP
10/13/2005 4:41 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/13/2005 4:41 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 10/13/2005 16:41 EDT, GAR 63 REPTR CLICKS NOISE HOOL AP AC MWC, OOS: N
10/13/2005 4:41 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PADI464076; 10/13/2005 16:41 EDT, 12/22/2005 02:20 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
10/13/2005 4:41 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/13/2005 4:41 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING; SCRIPT
10/13/2005 4:41 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 10/13/2005 TEST RECEIVED TIME: 16:38 EDT TEST TYPE: FULLTEST TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
10/13/2005 4:41 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRY LIMIT 1 REACHED.
10/13/2005 4:39 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/13/2005 4:38 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
10/13/2005 4:37 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/13/2005 4:37 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	10/13/2005 16:37 EDT AUTOMATIC LINE TEST SCHEDULED

10/13/2005 4:37 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/13/2005 4:37 PM	STAT		V304363	PA PITTSBURGH DRC	STATUS DUE AT: 10/13/2005 18:37 EDT
10/13/2005 4:37 PM	TRDMK		V304363	PA PITTSBURGH DRC	MR MARINO
10/13/2005 4:37 PM	RCV		V304363	PA PITTSBURGH DRC	CAD
10/13/2005 4:37 PM	ADD	PENDSCR	V304363	PA PITTSBURGH DRC	TRAN, 10/13/2005 16:13 EDT, GAR 63 REPTR CLICKS NOISE HOOL AP AC MVCY, OOS; N

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Line History --> Trouble Report

Trouble Report #: PACW393944 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 10/12/2005 8:44 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCT Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC: **cancel**

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: Y Encode: Chronic #: 6 Inst Repeater: Y Maint Repeater: Y Billing: N EB: N OOF:
 Esc Level: 0 Appl ID: CAD
 Reported By: | x | **list** Contact: 0000000000 X | **list**

Trouble Narrative: GAR 63H CCT R HOOL AP, SAYS PLCD RECORDR OL TO TAPE INCMG AND OUTSNG CLS, SAYS FILED POLICE RPT

STATUS		DATE/TIME
EXP	STAT	10/12/2005 8:50 AM
CLD		10/12/2005 8:50 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: Adverse Comment: Y Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR#: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: Dispatch Location: Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 10/14/2005 7:00 PM Actual Commitment: 10/14/2005 6:00 PM
 Arrival Start: End: Dispatch Authorization: N Charges Advised: N
 Dispatch Remarks

CLOSEOUT INFORMATION : Restore Date/Time 10/12/2005 8:50 AM Cust. Advised Name: MARINO,VINCECust TN: 4126826733Cust Advised Date: 10/12/2005 12:49

SS1

SS2

SS3: G

Remarks REFERRED TO OTHER DEPARTMENT - G

Disp/Trbl: 0000

Cause Analysis: 000

Tech ID:

Exclude: Y

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Line History --> Activity Log

Trouble Report #: PACW393944 Maintenance Center: PA PTTTSBURGH DRC
 Assigned User: Reported Date/Time: 10/12/2005 8:44 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #:
 Class of SVC: RES LOC:

cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
10/12/2005 8:50 AM	FEC	CLD	V374111	PA PTTTSBURGH DRC	D: 0000 C: 000 H: REFERRED TO OTHER DEPARTMENT - G
10/12/2005 8:50 AM	GRAB	IP	V374111	PA PTTTSBURGH DRC	GRAB
10/12/2005 8:50 AM	STAT		V374111	PA PTTTSBURGH DRC	STATUS DUE AT: 10/12/2005 10:50 EDT
10/12/2005 8:50 AM	RCV		V374111	PA PTTTSBURGH DRC	CAD
10/12/2005 8:50 AM	ADD		V374111	PA PTTTSBURGH DRC	TRAN, 10/12/2005 08:44 EDT, GAR 63N CCI R HOOL AP, SAYS PLOD RECORDR OL TO TAPE INCMG AND OUTGNG CLS, SAYS FILED POLICE RPT, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW388640 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 10/07/2005 6:59 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST Service #: LOC:
 Class of SVC: RES

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 4
 RSID: AECN: Assoc SVC: Recent SO #: Recent SO Date: 09/22/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: N Entore: Chronic #: 2 Inst Repeater: Y Maint Repeater: Y Billing: N EB: N OOH:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X list Contact: 4122250017 X list

Trouble Narrative: MISS APPT GAR 63 RH; HOOL POSS XLD LINE CROSSED TST=0 RQST SUPV CB-THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY////HOOL POSS XLD LINE CROSSED,2C

STATUS	
EXP STAT	DATE/TIME
QD	10/09/2005 11:02 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: @NIDY
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BULLPABES01 Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 10/08/2005 7:00 PM Actual Commitment: 10/09/2005 12:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 Dispatch Remarks: 0902;MR. SEZ STL BEING TAPPED, IRATE WATS SECURITY TO DO SOMETHING

CLOSEOUT INFORMATION: Restore Date/Time: 10/09/2005 10:30 AM Cust Advised Name: Cust TN: Cust Advised Date:

SS1:

SS2:

SS3:

Remarks: ST 18 VER 0 CK APPR OPEN TO FRAME G80518V48

Disp/Trbl: 0902

Cause Analysis: 200

Tech ID: RLL

Exclude: N

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Line History --> Activity Log

Trouble Report #:	PACW388640	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	10/07/2005 6:59 AM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level: RED
		Service #:	
		LOC:	

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
10/09/2005 11:03 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC		Script: CLOSEDCA; SUCCESS; 1 of 1 actions expected; #3 QLD-CA (S); MESSAGE:
10/09/2005 11:02 AM	QLD-CA	QLD	WORKFLOW	PA PITTSBURGH DRC		ID: 0902 C: 200 H: CCA ST 18 VER 0 OK APPR OPEN TO FRAME G80518V48
10/09/2005 11:02 AM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC		10/09/2005 10:30 EDT ST 18 VER 0 OK APPR OPEN TO FRAME G80518V48
10/09/2005 11:02 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC		GRAB
10/09/2005 11:02 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		RULE TYPE HIT: Q.S.; RULE SET: C-SET 1; RULE ID: CLOSED CUSTOMER ADVISED;; SCRIPT
10/09/2005 11:02 AM	SDC	VFY-DO	DO	PA PITTSBURGH DRC		COMPLETION, BLVYABES01, BLVYABES01, CW388640, DRC, NDSNV, End of OKT: Z, 10/09/2005 10:45 EDT, Tech ID: RLL, Employee Code: DOIIFAS02, START: 10/09/2005 08:00 EDT, RESTORE: 10/09/2005 10:30 EDT, CLOSE: 10/09/2005 10:45 EDT, Tech Actual Arrival Time: , D:0902, C:200, HANDLING: CCA, ST 18 VER 0 OK APPR OPEN TO FRAME G80518V48, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
10/09/2005 8:12 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC		DISPATCH, BLVYABES01, BLVYABES01, CW388640, DRC, NDSNV, End of OKT: Z, 10/09/2005 08:12 EDT, Tech ID: RLL, Employee Code: DOIIFAS05
10/09/2005 7:35 AM	DROP	NAP	V303206	PA PITTSBURGH DRC		10/09/2005 07:35 EDT, DROP

10/09/2005 7:35 AM	GRAB	IP	V303206	PA PITTSBURGH DRC	GRAB	
10/09/2005 12:34 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUBJ: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; 1 MESSAGE:	
10/09/2005 12:34 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/09/2005 00:34 EDT, DROP	
10/09/2005 12:34 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
10/09/2005 12:34 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
10/09/2005 12:34 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
10/09/2005 12:34 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUBJ; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
10/09/2005 12:34 AM	SUB		V303977	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 10/08/2005 19:00 EDT NEW: 10/09/2005 12:00 EDT NARR OLD: CK STAT GAR 63 RH: GAR 63N HOOL,POSS XLD LINE CROSSED TST=0 RQST SUPV CB-THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY/////HOOL,POSS XLD LINE CROSSED 2C NEW: MISS APPT GAR 63 RH: HOOL,POSS XLD LINE CROSSED TST=0 RQST SUPV CB-THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY/////HOOL,POSS XLD LINE CROSSED 2C RPTDDT OLD: 10/07/2005 06:59 EDT NEW: 10/09/2005 00:21 EDT RPTCAT OLD: CR NEW: CR	
10/09/2005 12:34 AM	TRDMK		V303977	PA PITTSBURGH DRC	MR. SEZ STL BEING TAPPED,IRATE WNTS SECURITY TO DO SOMTHNG	
10/07/2005 6:26 PM	DROP	NAP	V367786	PA PITTSBURGH DRC	10/07/2005 18:26 EDT, DROP	
10/07/2005 6:26 PM	GRAB	IP	V367786	PA PITTSBURGH DRC	GRAB	
10/07/2005 5:13 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUBJ: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; 1 MESSAGE:	
10/07/2005 5:12 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/07/2005 17:12 EDT, DROP	

10/07/2005 5:12 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
10/07/2005 5:12 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
10/07/2005 5:12 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
10/07/2005 5:12 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
10/07/2005 5:12 PM	SUBJ		V67792	PA PITTSBURGH DRC	SUBSEQUENT RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/07/2005 06:59 EDT NEW: 10/07/2005 17:11 EDT	
10/07/2005 3:53 PM	UPD		V370040	PA PITTSBURGH DRC	UPDATE SCRUB OLD: N NEW: Y	
10/07/2005 3:53 PM	DROP	NAP	V370040	PA PITTSBURGH DRC	10/07/2005 15:53 EDT, DROP	
10/07/2005 3:53 PM	GRAB	IP	V370040	PA PITTSBURGH DRC	GRAB	
10/07/2005 3:46 PM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:	
10/07/2005 3:46 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/07/2005 15:46 EDT, DROP	
10/07/2005 3:46 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
10/07/2005 3:46 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
10/07/2005 3:46 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
10/07/2005 3:46 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
10/07/2005 3:46 PM	SUBJ		V42263	PA PITTSBURGH DRC	SUBSEQUENT RPTCAT OLD: CR NEW: IN RPTDDT OLD: 10/07/2005 06:59	

10/07/2005 11:20 AM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	EDT NEW: 10/07/2005 15:42 EDT ACKNOWLEDGEMENT, BLVPADES01, BLVPADES01, CW388640, DRC, NDSNV, End of OKT: 2, Employee Code: WFAC-INT, Acknowledge: Y, HANDOFF TO WTRADO SUCCESSFUL
10/07/2005 11:19 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT: SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; 1 MESSAGE:
10/07/2005 11:19 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/07/2005 11:19 EDT, DROP
10/07/2005 11:19 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/07/2005 11:19 AM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	10/07/2005 11:19 EDT, WORKFLOW, BLVPADES01, 2, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
10/07/2005 11:19 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/07/2005 11:19 AM	AUTOSOR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID: RETURN FROM VRRC DPO; SCRIPT
10/07/2005 11:19 AM	RCLD-CN	CLD	V366347	PA DE WV VRRC	D: C: H: DSP EVRC SUB STILL HVNG TRBL
10/07/2005 11:19 AM	RRET	VPY-REF	V366347	PA DE WV VRRC	H: DSP EVRC SUB STILL HVNG TRBL
10/07/2005 11:19 AM	RRST-CN	RST-CNA	V366347	PA DE WV VRRC	10/07/2005 11:19 EDT EVRC SUB STILL HVNG TRBL
10/07/2005 10:33 AM	GRAB	IP	V366347	PA DE WV VRRC	GRAB
10/07/2005 7:13 AM	RSUB		V375338	PA DE WV VRRC	SUBSEQUENT NARR OLD: GAR 63 RH: GAR 63N HOOL, POSS XLD LINE CROSSED TST=0 ROST SUPV CB-THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY////HOOL, POSS XLD LINE CROSSED TST=0 NEW: CK STAT GAR 63 RH: GAR 63N HOOL, POSS XLD LINE CROSSED TST=0 ROST SUPV CB- THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY////HOOL, POSS XLD LINE CROSSED, 2C
10/07/2005 7:13 AM	SUB		V375338	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63 RH: GAR 63N HOOL, POSS XLD LINE CROSSED TST=0 ROST SUPV CB-THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY////HOOL, POSS XLD LINE CROSSED TST=0 NEW: CK STAT GAR 63 RH: GAR 63N HOOL, POSS XLD LINE CROSSED TST=0 ROST SUPV CB- THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY////HOOL, POSS XLD LINE CROSSED, 2C RPTCAT OLD: CR NEW: 1N RPTDIT OLD: 10/07/2005 06:59 EDT NEW: 10/07/2005 07:07 EDT

10/07/2005 7:13 AM	TROMK		V375338	PITTSBURGH DRC	MR
10/07/2005 7:07 AM	ASRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
10/07/2005 7:07 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	Script: VRRC; SUCCESS; 2 of 2 actions expedited; #3 REF [S]; #6 UPD [S]; MESSAGE:
10/07/2005 7:07 AM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	
10/07/2005 7:07 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	10/07/2005 07:07 EDT, DROP
10/07/2005 7:07 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
10/07/2005 7:07 AM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 10/07/2005 07:07 EDT, GAR 63 RH: GAR 63N HOOL, POSS XLD LINE CROSSED TST=0 ROST SUPV CB-THINKS LINE IS WIRE TAPPED-GV # FOR SECURITY/////HOOL, POSS XLD LINE CROSSED TST=0, OOS: N
10/07/2005 7:07 AM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1449361; 10/07/2005 07:07 EDT; 12/15/2005 16:46 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
10/07/2005 7:07 AM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
10/07/2005 7:07 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING,, SCRIPT
10/07/2005 7:07 AM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 10/07/2005 TEST RECEIVED TIME: 07:04 EDT TEST TYPE: FULLTEST TC: 6 DELPHI SHORT SUMMARY: BUSY, line in use, retest IX.
10/07/2005 7:07 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRY LIMIT 1 REACHED.
10/07/2005 7:06 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
10/07/2005 7:05 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
10/07/2005 7:05 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.

10/07/2005 7:05 AM	AT	AT	WORKFLOW	PITTSBURGH DRC	10/07/2005 07:05 EDT AUTOMATIC LINE TEST SCHEDULED
10/07/2005 7:05 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
10/07/2005 7:04 AM	STAT		VZ87939	PA PITTSBURGH DRC	STATUS DUE AT: 10/07/2005 09:04 EDT
10/07/2005 7:04 AM	RCV		VZ87939	PA PITTSBURGH DRC	CAD
10/07/2005 7:04 AM	ADD	PENDESCR	VZ87939	PA PITTSBURGH DRC	TRAN, 10/07/2005 06:59 EDT, GAR 63 RH: GAR 63M HOOL, POSS XLD LINE CROSSED TST=0 ROST SUPV CB-THINKS LINE IS WIRE TAPED-GV # FOR SECURITY////HOOL, POSS XLD LINE CROSSED TST=0, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW370983 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 09/20/2005 10:28 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGM, PA 15213 Service #: LOC:
 Class of SVC: RES

cancel

[Trouble Report](#) | [Line Record](#) | [Line History](#) | [History Details](#) | [Activity Log](#) | [Billing](#)

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 6
 RSID: AECN: ASSOC SVC: Recent SO #: Recent SO Date: 12/10/2004 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: N Encore: Chronic #: 0 1st Repeater: N Maint Repeater: N Billing: N FR: N OOF:
 Exc. Level: 0 Appl ID: CAD
 Reported By: X [list](#) Contact: 4120826733 X [list](#)

Trouble Narrative: CK STAT HOOL STATES CHRONIC TRBL/HAS DISC CRDIS SUS CRIMINAL ACTVITY PLEASE VERIFY NID IS LOCKED/TOA G HUNT ADVSD W/ OK LINE/GAVE SECURITY #

EXP	STAT	DATE/TIME
	CLD	09/22/2005 5:07 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: REF
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Call:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BLVPABES0 Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 09/22/2005 7:00 PM Actual Commitment: 09/22/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization Y Changes Advised: N
 Dispatch Remarks: 0401;

CLOSEOUT INFORMATION Restore Date/Time: 09/22/2005 10:20 AM Cust Advised Name: Cust TN: Cust Advised Date:

SS1

SS2

SS3

Remarks: ST 5 VER XX 0401 PR TRANSFER- AER Y Disp/Tribl: 0401 Cause Analysis: 339 Tech ID: RNW Exclude: N

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Line History --> Activity Log

Trouble Report # : PACW370983	Maintenance Center: PA PITTSBURGH DRC	Reported Date/Time: 09/22/2005 10:28 PM	Time Zone: EST
Assigned User:	Line Status: IE	Deny: N	Suspend: N CCI Level: RED
Circuit ID/TN: 412/682/6733	Service Info: MARINO,VINCE;3324 DAWSON ST PGH, PA 15213	Service #:	LOC:
Class of SVC: RES			

Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
09/22/2005 5:08 PM	ASCRCP		WORKFLOW	PA PITTSBURGH DRC	Script: CLOSEDCA; SUCCESS: 1 of 1 actions expected; #3 CLD-CA [S]: 1 MESSAGE:
09/22/2005 5:07 PM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 0401 C: 339 H: CCA ST 5 VER XX 0401 PR TRANSFER- AER Y
09/22/2005 5:07 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	09/22/2005 10:20 EDT ST 5 VER XX 0401 PR TRANSFER- AER Y
09/22/2005 5:07 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
09/22/2005 5:07 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:CLS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED; SCRIPT
09/22/2005 5:07 PM	SDC	VFY-DO	DO	PA PITTSBURGH DRC	COMPLETION, BILYPABES01, BILYPABES01, CW370983, DRC, NDSNV, End of Ckt: Z, 09/22/2005 10:30 EDT, Tech ID:RNW, Employee Code:DOI-FAS01, START: 09/22/2005 08:00 EDT, RESTORE:09/22/2005 10:20 EDT, CLOSE: 09/22/2005 10:30 EDT, Tech Actual Arrival Time: D:0401, C:339, HANDLING:CCA, ST 5 VER XX 0401 PR TRANSFER- AER Y, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N, ST 5 VER XX 0401 PR TRANSFER- AER Y
09/22/2005 8:08 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BILYPABES01, BILYPABES01, CW370983, DRC, NDSNV, End of Ckt: Z, 09/22/2005 08:08 EDT, Tech ID:RNW, Employee Code:DOI-FAS01
09/22/2005 8:07 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILYPABES01, BILYPABES01, CW370983, DRC, NDSNV, End of Ckt: Z, 09/22/2005 08:07 EDT, Tech ID:RNW, Employee Code:PA149R65

09/22/2005 8:07 AM	SDN	DO-PLD	DO	PA PITTSBURGH DRC	REJECT, BLVYPABES01, BLVYPABES01, CW370983, DRC, NDSNV, End of OCT: 2, 09/22/2005 08:07 EDT, Employee Code:PA749R66, DISPATCH REJECTED
09/22/2005 8:05 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BLVYPABES01, BLVYPABES01, CW370983, DRC, NDSNV, End of OCT: 2, 09/22/2005 08:05 EDT, Tech ID:RLS, Employee Code:DOIFAS01
09/21/2005 3:45 PM	DROP	NAP	V367499	PA PITTSBURGH DRC	09/21/2005 15:45 EDT, DROP
09/21/2005 3:45 PM	GRAB	IP	V367499	PA PITTSBURGH DRC	GRAB
09/21/2005 3:40 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
09/21/2005 3:40 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	09/21/2005 15:40 EDT, DROP
09/21/2005 3:40 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
09/21/2005 3:40 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
09/21/2005 3:40 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
09/21/2005 3:40 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK, SCRIPY
09/21/2005 3:40 PM	SUB		V374973	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: CK STAT HOOL STATES CHRONIC TRBL HAS DISCONNECTED CORLESS SUS SUS CRIMINAL ACTIVITY PLEASE VERIFY NID IS LOCKED NEW: CK STAT HOOL STATES CHRONIC TRBL/HAS DISC CADLS SUS CRIMINAL ACTIVITY PLEASE VERIFY NID IS LOCKED/TDA G HUNT ADVSD WL CK LINE/GAVE SECURITY # RPTCAT OLD: CR NEW: IN RPTDDT OLD: 09/20/2005 22:28 EDT NEW: 09/21/2005 15:34 EDT
09/21/2005 3:35 PM	DROP	NAP	V367499	PA PITTSBURGH DRC	09/21/2005 15:35 EDT, DROP
09/21/2005 3:35 PM	GRAB	IP	V367499	PA PITTSBURGH DRC	GRAB
09/21/2005 3:32 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:

09/21/2005 3:32 PM	DROP	NAP	WORKFLOW	DRC	
09/21/2005 3:32 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	09/21/2005 15:32 EDT, DROP
09/21/2005 3:32 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
09/21/2005 3:32 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
09/21/2005 3:32 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
09/21/2005 3:32 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK, SCRIPT
09/21/2005 3:32 PM	SUB		V330890	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: EARLY APPT HOOL STATES CHRONIC TRBL HAS DISCONNECTED CORLESS SUS SUS CRIMINAL ACTIVITY PLEASE VERIFY NID IS LOCKED NEW: CK STAT HOOL STATES CHRONIC TRBL HAS DISCONNECTED CORLESS SUS SUS CRIMINAL ACTIVITY PLEASE VERIFY NID IS LOCKED RPTCAT OLD: CR NEW: IN RPTDOT OLD: 09/20/2005 22:28 EDT NEW: 09/21/2005 15:25 EDT
09/21/2005 11:14 AM	DROP	NAP	V367499	PA PITTSBURGH DRC	09/21/2005 11:14 EDT, DROP
09/21/2005 11:14 AM	GRAB	IP	V367499	PA PITTSBURGH DRC	GRAB
09/21/2005 11:13 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actors expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
09/21/2005 11:13 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	09/21/2005 11:13 EDT, DROP
09/21/2005 11:13 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
09/21/2005 11:13 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
09/21/2005 11:13 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB

09/21/2005 11:13 AM	AUTOSCR		WORKFLOW	PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT
09/21/2005 11:13 AM	SUB		V374440	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: CK STAT ADD INFO GAR 63N CCI GR** WAS NOT ADV OF CHARGES** NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL NEW: EARLY APPT HOOL STATES CHRONIC TRBL HAS DISCONNECTED CORDLESS SUS SUS CRIMINAL ACTIVITY PLEASE VERIFY MID IS LOCKED RPTCAT OLD: CR NEW: CR RPTDOT OLD: 09/20/2005 22:28 EDT NEW: 09/21/2005 10:59 EDT SCRUB OLD: N NEW: Y
09/21/2005 11:13 AM	SCRBCAN		V374440	PA PITTSBURGH DRC	CANCELLED;
09/21/2005 11:13 AM	DROP	NAP	V367499	PA PITTSBURGH DRC	09/21/2005 11:13 EDT, DROP
09/21/2005 11:12 AM	GRAB	IP	V367499	PA PITTSBURGH DRC	GRAB
09/21/2005 11:00 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
09/21/2005 11:00 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	09/21/2005 11:00 EDT, DROP
09/21/2005 11:00 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
09/21/2005 11:00 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
09/21/2005 11:00 AM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
09/21/2005 11:00 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT
09/21/2005 11:00 AM	UPD-CCI		V303798	PA PITTSBURGH DRC	CCI NEW: RED CCI OLD: GREEN
09/21/2005 11:00 AM	SUB		V303798	PA PITTSBURGH DRC	SUBSEQUENT CON# OLD: 0000000000 NEW: 4126826733 NARR OLD: ADD INFO GAR 63N CCI GR** WAS NOT ADV OF CHARGES** NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL NEW: CK STAT ADD INFO GAR 63N CCI GR** WAS NOT ADV OF CHARGES** NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL RPTDOT OLD: 09/20/2005 22:28 EDT NEW: 09/21/2005 10:45 EDT RPTCAT OLD: CR

						NEW: IN
09/21/2005 8:10 AM	DROP	NAP	V374656	PA PITTSBURGH DRC	09/21/2005 08:10 EDT, DROP	
09/21/2005 8:10 AM	GRAB	IP	V374656	PA PITTSBURGH DRC	GRAB	
09/21/2005 8:04 AM	SCRBCMP		SCRUBBER	PA PITTSBURGH DRC	RECOMMENDATION: SDO, SCRUBBER RETESTING, TESTED AS SDO	
09/21/2005 7:35 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS: 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:	
09/21/2005 7:35 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	09/21/2005 07:35 EDT, DROP	
09/21/2005 7:35 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
09/21/2005 7:35 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
09/21/2005 7:35 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
09/21/2005 7:35 AM	AUTDSOR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT	
09/21/2005 7:35 AM	SUB		V336064	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63N CCI GR***WAS NOT ADV OF CHARGES** NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL NEW: ADD INFO GAR 63N CCI GR***WAS NOT ADV OF CHARGES** NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL RPTCAT OLD: CR NEW: CR RPTDOT OLD: 09/20/2005 22:28 EDT NEW: 09/21/2005 07:27 EDT	
09/21/2005 7:13 AM	SDA	DO-FLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILLVPABES01, BILLVPABES01, CW370983, DRC, INDSNV, End of CXT: Z, Employee Code: WFAC:INT, Acknowledge: Y, HANDOFF TO WFADO SUCCESSFUL	
09/21/2005 7:13 AM	SCRUB	SCRUB	V374656	PA PITTSBURGH DRC	SENT TO SCRUBBER	
09/21/2005 7:13 AM	ADP	NAP	V374656	PA PITTSBURGH DRC	09/21/2005 07:13 EDT, ADP	

09/21/2005 7:13 AM	DO	DO	V374656	PITTSBURGH DRC	09/21/2005 07:13 EDT, V374656, BILLVABESQI, Z, SCRUBBER CANDIDATE: Y
09/21/2005 7:13 AM	GRAB	TP	V374656	PA PITTSBURGH DRC	GRAB
09/20/2005 11:25 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 09/20/2005 TEST RECEIVED TIME: 23:22 EDT TEST TYPE: FULLTEST TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
09/20/2005 11:25 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRY LIMIT 1 REACHED.
09/20/2005 11:24 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	AUTO LINE TEST STARTED. TEST TYPE: FULLTEST.
09/20/2005 11:23 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 61 . RETRYING AFTER 1 MIN.
09/20/2005 11:22 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	AUTO LINE TEST STARTED. TEST TYPE: FULLTEST.
09/20/2005 11:22 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: RETEST; SUCCESS; 2 of 2 actions expected; #3 AT [S]; #6 UPD [S]; 1 MESSAGE:
09/20/2005 11:22 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
09/20/2005 11:22 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	09/20/2005 23:22 EDT AUTOMATIC LINE TEST SCHEDULED
09/20/2005 11:22 PM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
09/20/2005 11:22 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID:RETRN/RETEST;, SCRIPT
09/20/2005 11:22 PM	RCLD-CN	CLD	V330313	PA DE WV VRRC	D: C: H: RET EVRC:REF FOR CLBK BY DRC
09/20/2005 11:22 PM	RRET	VFY-REF	V330313	PA DE WV VRRC	H: RET EVRC:REF FOR CLBK BY DRC
09/20/2005 11:22 PM	RRST-CN	RST-QNA	V330313	PA DE WV VRRC	09/20/2005 23:22 EDT EVRC:REF FOR CLBK BY DRC
				PA	UPDATE CON# OLD: 4122250017 NEW: 0000000000 EXCP OLD: REPEAT NEW: NARR OLD: ADD INFO CAR 63N CCI GR NSE OL CUST CLAIMS LN 15

09/20/2005 11:21 PM	UPD		V330313	PITTSBURGH DRC	TAPPED CLAIMS ILLEGAL TAP IS OL CUST SAYS LINES MAY BE CROSSED NEW: GAR 63N CCI GR**WAS NOT ADV OF CHARGES** NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL
09/20/2005 11:21 PM	RUPD		V330313	PA DE WV VRRC	UPDATE CON# OLD: 4122250017 NEW: 0000000000 EXCP OLD: REPEAT NEW: NARR OLD: ADD INFO GAR 63N CCI GR NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL CUST SAYS LINES MAY BE CROSSED NEW: GAR 63N CCI GR**WAS NOT ADV OF CHARGES** NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL
09/20/2005 11:21 PM	TRDMK		V330313	PA DE WV VRRC	
09/20/2005 11:10 PM	RSUB		V311673	PA DE WV VRRC	SUBSEQUENT CON# OLD: 0000000000 NEW: 4122250017 EXCP OLD: NEW: REPEAT NARR OLD: GAR 63N CCI GR NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL NEW: ADD INFO GAR 63N CCI GR NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL CUST SAYS LINES MAY BE CROSSED
09/20/2005 11:10 PM	SUB		V311673	PA PITTSBURGH DRC	SUBSEQUENT CON# OLD: 0000000000 NEW: 4122250017 EXCP OLD: NEW: REPEAT NARR OLD: GAR 63N CCI GR NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL NEW: ADD INFO GAR 63N CCI GR NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL CUST SAYS LINES MAY BE CROSSED RPTCAT OLD: CR NEW: IN RPTDOT OLD: 09/20/2005 22:28 EDT NEW: 09/20/2005 22:57 EDT
09/20/2005 11:10 PM	TRDMK		V311673	PA PITTSBURGH DRC	CUST REQ CB 4122250017
09/20/2005 11:04 PM	ATC	ATC	V330313	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 09/20/2005 TEST RECEIVED TIME: 23:04 EDT TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
09/20/2005 11:03 PM	RMK		V330313	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX
09/20/2005 11:03 PM	GRAB	JP	V330313	PA DE WV VRRC	GRAB
09/20/2005 10:37 PM	ASRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
09/20/2005 10:37 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
09/20/2005 10:37 PM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; 1 MESSAGE:
09/20/2005 10:37 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	09/20/2005 22:37 EDT, DROP
09/20/2005 10:37 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE

09/20/2005 10:37 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 09/20/2005 22:37 EDT, GAR 63N CQ GR NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL, OOS: N
09/20/2005 10:37 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1430863; 09/20/2005 22:37 EDT; 11/29/2005 08:16 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
09/20/2005 10:37 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
09/20/2005 10:37 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING; SCRIPT
09/20/2005 10:37 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 09/20/2005 TEST RECEIVED TIME: 22:35 EDT TEST TYPE: FULLTEST TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
09/20/2005 10:37 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRY LIMIT 1 REACHED.
09/20/2005 10:36 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
09/20/2005 10:35 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6 . RETRYING AFTER 1 MIN.
09/20/2005 10:34 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
09/20/2005 10:34 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	09/20/2005 22:34 EDT AUTOMATIC LINE TEST SCHEDULED
09/20/2005 10:34 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
09/20/2005 10:34 PM	STAT		V311582	PA PITTSBURGH DRC	STATUS DUE AT: 09/21/2005 00:34 EDT
09/20/2005 10:34 PM	RCV		V311582	PA PITTSBURGH DRC	CAD
09/20/2005 10:34 PM	ADD	PENDSCR	V311582	PA PITTSBURGH DRC	TRAN, 09/20/2005 22:28 EDT, GAR 63N CQ GR NSE OL CUST CLAIMS LN IS TAPPED CLAIMS ILLEGAL TAP IS OL, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW227027 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 05/25/2005 6:58 AM Time Zone: EST
 Circuit ID/TN: 412/682/673 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #:
 Class of SVC: RES LOC:
 Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 2
 RSID: AECN: Assoc SVC: Recent SO #: R02L88194 Recent SO Date: 12/31/2025 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: N Encore: Chronic #: 2 Inst Repeater: N Maint Repeater: Y Billing: N EB: N DOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: NONE X list Contact: 4122250017 X list

STATUS	
EXP STAT	DATE/TIME
QD	05/27/2005 12:17 PM

Trouble Narrative: CHECKING STATUS - PRIOR TO COMMITMENTCHECKING STATUS - PRIOR TO COMMITMENTGAR 63N COL CTO;SUBS ELCTCRN ADVSD LOOSE MODULE IN MID,NDS RPLACD,WMR
 Rpt Category: OR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR #: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURGH (BELLEVUE 749) Dispatch Location: BILVPABE501 Scrubber Exclude: Referred TR #:
 Premis & ACC. From: To: Offered Commitment: 05/26/2005 7:00 PM Actual Commitment: 05/26/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: Y
 0401:MR
 Dispatch Remarks:

CLOSURE INFORMATION: Restore Date/Time: 05/27/2005 11:30 AM Cust Advised Name: SS1: SS2:666 Cust TN: SS3: Cust Advised Date:

Remarks: ST 20 VER 6 S120V150K180 CHNGD PR, RPLCD SAW

Disp/Tribl: 0401

Cause Analysis: 339

Tech ID RJI1

Exclude: N

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Line History --> Activity Log

Trouble Report #:	PACW227027	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	05/25/2005 6:58 AM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST PGH	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level: RED
		Service #:	
		LOC:	

Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
05/27/2005 12:17 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: CLOSEDCA, SUCCESS: 1 of 1 actions expected; #3 CLD-CA [S]; MESSAGE:
05/27/2005 12:17 PM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 0401 C: 339 H: CCA ST 20 VER 6 S\20V\50G\80 CHINGD PR, RPLCD SAW
05/27/2005 12:17 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	05/27/2005 11:30 EDT ST 20 VER 6 S\20V\50G\80 CHINGD PR, RPLCD SAW
05/27/2005 12:17 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/27/2005 12:17 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: Q.S; RULE SET: C-SET 1; RULE ID: CLOSED CUSTOMER ADVISED; SCRIPT
05/27/2005 12:17 PM	SDC	VFY-DO	DO	PA PITTSBURGH DRC	COMPLETION, BLVPABES01, BLVPABES01, CW227027, DRC, NDSNV, End of CRT: Z, 05/27/2005 11:45 EDT, Tech ID: RLH, Employee Code: 001FAS01, START: 05/27/2005 08:00 EDT, RESTORE: 05/27/2005 11:30 EDT, CLOSE: 05/27/2005 11:45 EDT, Tech Actual Arrival Time: D:0401, C:339, HANDLING: CCA, ST 20 VER 6 S\20V\50G\80 CHINGD PR, RPLCD SAW, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N, 8143
05/27/2005 11:33 AM	DROP	NAP	V374055	PA PITTSBURGH DRC	05/27/2005 11:33 EDT, DROP
05/27/2005 11:33 AM	GRAB	IP	V374055	PA PITTSBURGH DRC	GRAB

05/27/2005 11:32 AM	DROP	NAP	V303206	PA PITTSBURGH DRC	05/27/2005 11:32 EDT, DROP
05/27/2005 11:32 AM	GRAB	IP	V303206	PA PITTSBURGH DRC	GRAB
05/27/2005 11:27 AM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
05/27/2005 11:27 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/27/2005 11:27 EDT, DROP
05/27/2005 11:27 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/27/2005 11:27 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
05/27/2005 11:27 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/27/2005 11:27 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT
05/27/2005 11:27 AM	SUB		44444444	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: CHECKING STATUS - PRIOR TO COMMITMENTGAR 63N COL CTD; SUBS ELCTRON ADVSD LOOSE MODULE IN NID, NDS RPLACD, WMR NEW; CHECKING STATUS - PRIOR TO COMMITMENTCHECKING STATUS - PRIOR TO COMMITMENTGAR 63N COL CTD; SUBS ELCTRON ADVSD LOOSE MODULE IN NID, NDS RPLACD, WMR RPTCAT OLD: CR NEW: CR RPTDDT OLD: 05/25/2005 06:58 EDT NEW: 05/27/2005 11:27 EDT
05/27/2005 9:23 AM	DROP	NAP	V374055	PA PITTSBURGH DRC	05/27/2005 09:23 EDT, DROP
05/27/2005 9:23 AM	GRAB	IP	V374055	PA PITTSBURGH DRC	GRAB
05/27/2005 9:20 AM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
05/27/2005 9:20 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/27/2005 09:20 EDT, DROP

05/27/2005 9:20 AM	UPD		WORKFLOW	PITTSBURGH DRC	UPDATE
05/27/2005 9:20 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
05/27/2005 9:20 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/27/2005 9:20 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
05/27/2005 9:20 AM	SUB		4444444	PA PITTSBURGH DRC	SUBSEQUENT CHADY OLD: N NEW: Y NARR OLD: GAR 63N COL CTO; SUBS ELECTRON ADVSD LOOSE MODULE IN MID; NDS REPLACD; WMR NEW: CHECKING STATUS - PRIOR TO COMMITMENTGAR 63N COL CTO; SUBS ELECTRON ADVSD LOOSE MODULE IN MID; NDS REPLACD; WMR RPTCAT OLD: CR NEW: CR RPTDDT OLD: 05/25/2005 06:58 EDT NEW: 05/27/2005 09:20 EDT RPTNM OLD: NEW: NONE
05/27/2005 8:02 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH, BILVPABES01, BILVPABES01, CW227027, DRC, NDSNV, End of OCT: Z, 05/27/2005 08:02 EDT, Tech ID:RLH, Employee Code:DOJFAS06
05/27/2005 7:20 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILVPABES01, BILVPABES01, CW227027, DRC, NDSNV, End of OCT: Z, 05/27/2005 07:20 EDT, Tech ID:RLH, Employee Code:PA749R58
05/26/2005 4:03 PM	SDU	DO-PLD	DO	PA PITTSBURGH DRC	UPDATE, BILVPABES01, BILVPABES01, CW227027, DRC, NDSNV, End of OCT: Z, 05/26/2005 16:03 EDT, Employee Code:PA749R58
05/26/2005 1:56 PM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILVPABES01, BILVPABES01, CW227027, DRC, NDSNV, End of OCT: Z, 05/26/2005 13:56 EDT, Tech ID:RMH, Employee Code:PA749R58
05/25/2005 8:39 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; SUCCESS; 2 of 2 addns expected; #3 DO [S]; #6 UPD [S]; MESSAGE:
05/25/2005 8:39 AM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW227027, DRC, NDSNV, End of OCT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
05/25/2005 8:39 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/25/2005 08:39 EDT, DROP
05/25/2005 8:39 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/25/2005 8:39 AM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	05/25/2005 08:39 EDT, WORKFLOW, BILVPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT

05/25/2005 8:39 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/25/2005 8:39 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1;SET 2; RULE ID:RETURN FROM VRRC DPO,, SCRIPT	
05/25/2005 8:39 AM	RCLD-CN	CLD	VZ99337	PA DE WV VRRC	D: C: H: DSP EVRC:RETEST=6,WMR	
05/25/2005 8:39 AM	RRET	VFY-REF	VZ99337	PA DE WV VRRC	H: DSP EVRC:RETEST=6,WMR	
05/25/2005 8:39 AM	RIRST-CN	RST-CNA	VZ99337	PA DE WV VRRC	05/25/2005 08:39 EDT EVRC:RETEST=6,WMR	
05/25/2005 8:33 AM	ATC	ATC	VZ99337	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 05/25/2005 TEST RECEIVED TIME: 08:33 EDT TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.	
05/25/2005 8:32 AM	RMK		VZ99337	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.	
05/25/2005 8:32 AM	GRAB	IP	VZ99337	PA DE WV VRRC	GRAB	
05/25/2005 7:07 AM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH	
05/25/2005 7:07 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC		
05/25/2005 7:07 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE:	
05/25/2005 7:07 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/25/2005 07:07 EDT, DROP	
05/25/2005 7:07 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
05/25/2005 7:07 AM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 05/25/2005 07:07 EDT, GAR 63N COL CTO:SUBS ELECTRON ADVSD LOOSE MODULE IN NID,NDS RPLACD,WMR, OOS: N	
05/25/2005 7:07 AM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC, PAD1257406; 05/25/2005 07:07 EDT; 08/02/2005 17:46 EDT; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING	
05/25/2005 7:07 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/25/2005 7:07 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A;SET 1; RULE ID:DEFAULT SCREENING,, SCRIPT	

05/25/2005 7:07 AM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 05/25/2005 TEST RECEIVED TIME: 07:06 EDT TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: CPE, attempt dose out
05/25/2005 7:02 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST
05/25/2005 7:02 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	05/25/2005 07:02 EDT AUTOMATIC LINE TEST SCHEDULED
05/25/2005 7:02 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
05/25/2005 7:02 AM	RCV		V365725	PA PITTSBURGH DRC	CAD
05/25/2005 7:02 AM	ADD	PENDESCR	V365725	PA PITTSBURGH DRC	TRAN, 05/25/2005 06:58 EDT, GAR 63N COL CTO;SUBS ELCTRON ADVSD LOOSE MODULE IN MID,NDS RPLACD,WMR, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW214051 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 05/11/2005 1:57 PM Time Zone: EST
 Circuit ID/TRN: 412/682/673 Line Status: JE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #:
 Class of SVC: RES LOC:
 Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 10
 RSID: AEON: Assoc SVC: Recent SO #: R02L88194 Recent SO Date: 12/31/2025 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: N Error: Chronic #: 1 Inst Repeater: N Maint Repeater: Y Billing: N EB: N OOF
 Esc Level: 0 Appl ID: CAD
 Reported By: X | List Contact: 4122250017 X | List

EXP	STAT	DATE/TIME
	CLD	05/23/2005 4:23 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: @MIDY
 Exception Code: DISP/OUT/DISPATCH OUT Adverse Comment: Y Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR#: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BILVPABES01 Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 05/13/2005 7:00 PM Actual Commitment: 05/23/2005 7:00 PM
 Arrival Start: End Dispatch Authorization: Y Charges Advised: N
 VCS: VINCE
 Dispatch Remarks

CLOSEOUT INFORMATION Restore Date/Time: 05/23/2005 4:23 PM Cust. Advised Name: SS2
 SS1: Cust. Advised Date: SS3

Remarks: LFT MSSG FOR JAY LIEB, PER WFA NOTES, BLVU REFRD TKT TO WCS777

Disp/Tbl: 0000

Cause Analysis: 000

Tech ID:

Exclude: Y

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BOARD

Line History --> Activity Log

Trouble Report #: PACW214051 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 05/11/2005 1:57 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #:
 Class of SVC: RES LOC:

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
05/23/2005 4:23 PM	CLD-CA	CLD	PA PITTSBURGH DRC			D: 0000 C: 000 H: LFT MESSG FOR JAY UEB, PER WFA NOTES, BLVU REFRD TKT TO VCS77?
05/23/2005 4:23 PM	RST-CA	RST-CA	PA PITTSBURGH DRC			05/23/2005 16:23 EDT LFT MESSG FOR JAY UEB, PER WFA NOTES, BLVU REFRD TKT TO VCS77?
05/23/2005 4:20 PM	HLC		PA PITTSBURGH DRC			CANCELLED, 07/20/2005 00:52 EDT
05/23/2005 4:20 PM	GRAB	IP	PA PITTSBURGH DRC			GRAB
05/20/2005 1:51 PM	DROP	NAP	PA PITTSBURGH DRC			05/20/2005 13:51 EDT, DROP
05/20/2005 1:51 PM	GRAB	IP	PA PITTSBURGH DRC			GRAB
05/20/2005 1:42 PM	ASORCMP		PA PITTSBURGH DRC			Script SUB: SUCCESS; 2 of 2 actions expected; #3 FILE [5]; #6 UPD [5]; 1 MESSAGE:
05/20/2005 1:42 PM	DROP	NAP	PA PITTSBURGH DRC			05/20/2005 13:42 EDT, DROP
05/20/2005 1:42 PM	UPD		PA PITTSBURGH DRC			UPDATE

05/20/2005 1:42 PM	FILE		WORKFLOW	PITTSBURGH DRC	SUBSEQUENT RECEIVED	
05/20/2005 1:42 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/20/2005 1:42 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:5-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
05/20/2005 1:42 PM	SUB		V372528	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 05/19/2005 23:55 EDT NEW: 05/23/2005 19:00 EDT NARR OLD: CK STAT ADD INFO MISS APPT CLOWG & SOL, AP, AC, CHKD CPE, TRBL @ NID, NMVC HS WMR.../ELECTRIN OUT SAT THINKS LINE TAP/REFD TO CAG TO CHK APP/ST CLMS NEW: CK STAT ADD INFO/MISS APPT CLCK & SOL APAC CHKD CPE TRBL@ NID NMVC HS WMR/ELECTRIN SAT SEZ LN TAP/REFD 2CAG 2CHK APP/ST CLMS PACOF OLD: 0800 NEW: RPTCAT OLD: CR NEW: CR RPTDDT OLD: 05/11/2005 13:57 EDT NEW: 05/20/2005 13:27 EDT	
05/20/2005 6:55 AM	DROP	NAP	V374656	PA PITTSBURGH DRC	05/20/2005 06:55 EDT, DROP	
05/20/2005 6:55 AM	GRAB	IP	V374656	PA PITTSBURGH DRC	GRAB	
05/19/2005 7:08 PM	ASCRCHP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS: 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:	
05/19/2005 7:08 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/19/2005 19:08 EDT, DROP	
05/19/2005 7:08 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
05/19/2005 7:08 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
05/19/2005 7:08 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/19/2005 7:08 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:5-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT	
05/19/2005 7:08 PM	SUB		V314466	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: ADD INFO MISS APPT CLOWG & SOL, AP, AC, CHKD CPE, TRBL @ NID, NMVC HS WMR.../ELECTRIN OUT SAT THINKS LINE TAP/REFD TO CAG TO CHK APP/ST CLMS SHORT I NEW: CK STAT ADD INFO MISS APPT CLOWG & SOL, AP, AC, CHKD CPE, TRBL @ NID,	

					DRC	NMVC HS WMR.../ELECTRIN OUT SAT THINKS LINE TAP/REFD TO CAG TO CHK APP/CST CIMS RPTCAT OLD: CR NEW: CR RPTDDT OLD: 05/11/2005 13:57 EDT NEW: 05/19/2005 19:07 EDT
05/19/2005 9:50 AM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC	Script: VCS; FAILURE: 0 of 2 actions expected; #3 REF [F]; #6 UPD [NE]; MESSAGE: HLD is not a valid status for this function	
05/19/2005 9:50 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/19/2005 09:50 EDT, DROP	
05/19/2005 9:49 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/19/2005 9:49 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 1; RULE ID:REFER TO VCS; SCRIPT DESCRIPTION, RESTORE/CLOSE RULES NOT EVALUATED	
05/19/2005 9:49 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	AUTOSCR: INVALID DISPOSITION CODE / CAUSE CODE / CLOSE OUT DESCRIPTION, RESTORE/CLOSE RULES NOT EVALUATED	
05/19/2005 9:49 AM	SDC	VFY-DO	DO	PA PITTSBURGH DRC	COMPLETION, BILYPABES01, BILYPABES01, CW214051, DRC, NDSNV, End of CRT: Z, 05/19/2005 09:49 EDT, Employee Code:PA749R55, START: 05/19/2005 09:49 EDT, RESTORE:05/19/2005 09:49 EDT, CLOSE: 05/19/2005 09:49 EDT, Tech Actual Arrival Time: , D:, C:, HANDLING:VCS, VCS, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N	
05/19/2005 8:01 AM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILYPABES01, BILYPABES01, CW214051, DRC, NDSNV, End of CRT: Z, Employee Code:Wfac-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL	
05/19/2005 8:01 AM	ADP	NAP	V373983	PA PITTSBURGH DRC	05/19/2005 08:01 EDT, ADP	
05/19/2005 8:01 AM	DO	DO	V373983	PA PITTSBURGH DRC	05/19/2005 08:01 EDT, V373983, BILYPABES01, Z, SCRUBBER CANDIDATE: N	
05/19/2005 8:01 AM	GRAB	IP	V373983	PA PITTSBURGH DRC	GRAB	
05/19/2005 7:34 AM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS: 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:	
05/19/2005 7:34 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/19/2005 07:34 EDT, DROP	
05/19/2005 7:34 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	

05/19/2005 7:34 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
05/19/2005 7:34 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/19/2005 7:34 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK,, SCRIPT	
05/19/2005 7:34 AM	SUB		V366811	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: ADD INFO MISS APPT CLOSNG & SOL, AP, AC, CHKD OPE, TRBL @ NID, NMVC HS WMR.../ELECTRICIAN WAS OUT SAT THINGS LINE TAPPED/REFD TO CAG TO CHK APPT NEW: ADD INFO MISS APPT CLOSNG & SOL, AP, AC, CHKD OPE, TRBL @ NID, NMVC HS WMR.../ELECTRICIAN WAS OUT SAT THINGS LINE TAPPED/REFD TO CAG TO CHK APP/CST CLMS SHORT I RPTCAT OLD: CR NEW: IN RPTDOT OLD: 05/11/2005 13:57 EDT NEW: 05/19/2005 07:24 EDT	
05/19/2005 7:30 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script SUB: SUCCESS: 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; 1 MESSAGE:	
05/19/2005 7:30 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/19/2005 07:30 EDT, DROP	
05/19/2005 7:30 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
05/19/2005 7:30 AM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
05/19/2005 7:30 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/19/2005 7:30 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK,, SCRIPT	
05/19/2005 7:30 AM	SUB		V366811	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: MISS APPT CLOSNG & SOL, AP, AC, CHKD OPE, TRBL @ NID, NMVC HS WMR... NEW: ADD INFO MISS APPT CLOSNG & SOL, AP, AC, CHKD OPE, TRBL @ NID, NMVC HS WMR.../ELECTRICIAN WAS OUT SAT THINGS LINE TAPPED/REFD TO CAG TO CHK APPT RPTCAT OLD: CR NEW: IN RPTDOT OLD: 05/11/2005 13:57 EDT NEW: 05/19/2005 07:24 EDT	
05/18/2005 4:42 PM	UPD		V370040	PA PITTSBURGH DRC	UPDATE SCRUB OLD: N NEW: Y	

05/18/2005 4:42 PM	DROP	NAP	V370040	PITTSBURGH DRC	05/18/2005 16:42 EDT, DROP
05/18/2005 4:42 PM	GRAB	IP	V370040	PA PITTSBURGH DRC	GRAB
05/18/2005 4:40 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; 1 MESSAGE;
05/18/2005 4:40 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/18/2005 16:40 EDT, DROP
05/18/2005 4:40 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/18/2005 4:40 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
05/18/2005 4:40 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/18/2005 4:40 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK,, SCRIPT
05/18/2005 4:40 PM	SUB		V203568	PA PITTSBURGH DRC	SUBSEQUENT ADV OLD: N NEW: Y ALLC OLD: N/A NEW: Y COMM OLD: 05/18/2005 11:59 EDT NEW: 05/19/2005 23:55 EDT ALLP OLD: N/A NEW: Y EXCP OLD: DRC/CB NEW: DISP/OUT NARR OLD: CK STAT ADD INFO DEMANDS DIS WNTS MID REPLACED BAD CONTACT @ NIO PER ELECTRICIAN .SM TRB @ NIO .INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4NN// NEW: MISS APPT CLONG & SOL, AP, AC, CHKD CPE, TRBL @ MID, NMVC HS WMR... RPTCAT OLD: CR NEW: CR TYPE OLD: MISC NEW: TRAN RPTDDT OLD: 05/11/2005 13:57 EDT NEW: 05/18/2005 16:32 EDT PACCF OLD: NEW: 0800 ISOLT OLD: N/A NEW: @MIDY
05/18/2005 6:34 AM	DROP	NAP	V312585	PA PITTSBURGH DRC	05/18/2005 06:34 EDT, DROP
05/18/2005 6:34 AM	GRAB	IP	V312585	PA PITTSBURGH DRC	GRAB
05/18/2005 6:30 AM	DROP	NAP	V312585	PA PITTSBURGH DRC	05/18/2005 06:30 EDT, DROP
05/18/2005 6:29 AM	GRAB	IP	V312585	PA PITTSBURGH DRC	GRAB

05/17/2005 7:07 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
05/17/2005 7:07 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/17/2005 19:07 EDT, DROP
05/17/2005 7:07 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/17/2005 7:07 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
05/17/2005 7:07 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/17/2005 7:07 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTT:SUB; RULE SET:5-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
05/17/2005 7:07 PM	SUB		V368974	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: ADD INFO DEMANDS DIS WNTS NID REPLACED BAD CONTACT @ NIO PER ELECTRICIAN ..SM TBL @ NIO ..INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN//NEW: OK STAT ADD INFO DEMANDS DIS WNTS NID REPLACED BAD CONTACT @ NIO PER ELECTRICIAN ..SM TBL @ NIO ..INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN// RPTCAT OLD: CR NEW: CR RPTDDT OLD: 05/11/2005 13:57 EDT NEW: 05/17/2005 19:07 EDT
05/17/2005 6:35 AM	DROP	NAP	V312585	PA PITTSBURGH DRC	05/17/2005 06:35 EDT, DROP
05/17/2005 6:35 AM	GRAB	IP	V312585	PA PITTSBURGH DRC	GRAB
05/16/2005 10:23 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
05/16/2005 10:23 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/16/2005 22:23 EDT, DROP
05/16/2005 10:23 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/16/2005 10:23 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED

05/16/2005 10:23 PM	GRAB	IP	WORKFLOW	PITTSBURGH DRC	GRAB	
05/16/2005 10:23 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTS:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK,, SCRIPT	
05/16/2005 10:23 PM	SUB		V368223	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 05/16/2005 12:55 EDT NEW: 05/18/2005 11:59 EDT CON# OLD: 4126876733 NEW: 4122250017 RPTCAT OLD: CR NEW: IN NARR OLD: CK STAT MISS APPT BAD CONTACT @ NIO PER ELECTRICIAN .SM TBL @ NIO .INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN//GAR 63N SUB REQUEST CALL BACK FORMAN NEW: ADD INFO DEMANDS DIS WNTS MID REPLACED BAD CONTACT @ NIO PER ELECTRICIAN .SM TBL @ NIO .INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN// RPTDDT OLD: 05/11/2005 13:57 EDT NEW: 05/16/2005 22:14 EDT	
05/14/2005 3:20 PM	DROP	NAP	V303131	PA PITTSBURGH DRC	05/14/2005 15:20 EDT, DROP	
05/14/2005 3:20 PM	GRAB	IP	V303131	PA PITTSBURGH DRC	GRAB	
05/14/2005 3:14 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:	
05/14/2005 3:14 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/14/2005 15:14 EDT, DROP	
05/14/2005 3:14 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE	
05/14/2005 3:14 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED	
05/14/2005 3:14 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/14/2005 3:14 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTS:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK,, SCRIPT	
05/14/2005 3:14 PM	SUB		V367792	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: MISS APPT BAD CONTACT @ NIO PER ELECTRICIAN .SM TBL @ NIO .INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN//GAR 63N SUB REQUEST CALL BACK FORMAN = TROUB NEW: CK STAT MISS APPT BAD CONTACT @ NIO PER ELECTRICIAN .SM TBL @ NIO .INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN//GAR 63N SUB REQUEST CALL BACK FORMAN RPTCAT OLD: CR NEW: CR RPTDDT OLD: 05/11/2005 13:57 EDT NEW: 05/14/2005 15:12 EDT	

05/14/2005 2:58 PM	DROP	NAP	V303131	PA PITTSBURGH DRC	05/14/2005 14:58 EDT, DROP
05/14/2005 2:58 PM	GRAB	IP	V303131	PA PITTSBURGH DRC	GRAB
05/14/2005 2:57 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
05/14/2005 2:57 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/14/2005 14:57 EDT, DROP
05/14/2005 2:57 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/14/2005 2:57 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
05/14/2005 2:57 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/14/2005 2:57 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT; SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK, SCUPT
05/14/2005 2:57 PM	SUB		V396572	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 05/13/2005 12:00 EDT NEW: 05/16/2005 12:55 EDT NARR OLD: ADD INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN//GAR 63N SUB REQUEST CALL BACK FORMAN = TROUBLE HISTORY NEW: MISS APT BAD CONTACT @ NID PER ELECTRICIAN .SM TBL @ NID .INFO CUST HS AUDIBLE COL WTG 4 CLBK FRM 4MN//GAR 63N SUB REQUEST CALL BACK FORMAN = TROUB RPTDDT OLD: 05/11/2005 13:57 EDT NEW: 05/14/2005 14:54 EDT RPTCAT OLD: CR NEW: CR
05/12/2005 2:22 PM	DROP	NAP	V367786	PA PITTSBURGH DRC	05/12/2005 14:22 EDT, DROP
05/12/2005 2:21 PM	GRAB	IP	V367786	PA PITTSBURGH DRC	GRAB
05/12/2005 2:15 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB; SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
05/12/2005 2:15 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/12/2005 14:15 EDT, DROP

05/12/2005 2:15 PM	UPD		WORKFLOW	PITTSBURGH DRC	UPDATE
05/12/2005 2:15 PM	FLE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
05/12/2005 2:15 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/12/2005 2:15 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: SUB; RULE SET: S-SET 1; RULE ID: SUBSEQUENT CALL BACK; SCRIPT
05/12/2005 2:15 PM	SUB		V369918	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 05/13/2005 19:00 EDT NEW: 05/13/2005 12:00 EDT NARR OLD: GAR 63N SUB REQUEST CALL BACK FORMAN = TROUBLE HISTORY NEW: ADD INFO CLIST HS AUDIBLE COL WTG 4 CLBK FRM 4MN//GAR 63N SUB REQUEST CALL BACK FORMAN = TROUBLE HISTORY RPTCAT OLD: CR NEW: CR RPTDOT OLD: 05/11/2005 13:57 EDT NEW: 05/12/2005 14:12 EDT
05/11/2005 2:13 PM	DROP	NAP	V367786	PA PITTSBURGH DRC	05/11/2005 14:13 EDT, DROP
05/11/2005 2:13 PM	HLD	HLD	V367786	PA PITTSBURGH DRC	05/11/2005 14:13 EDT LFT MSSG FOR JAY LIEB
05/11/2005 2:09 PM	GRAB	IP	V367786	PA PITTSBURGH DRC	GRAB
05/11/2005 2:07 PM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC	Script: DRCOB; SUCCESS; 2 of 2 actions expected; #3 RMK [S]; #6 UPD [S]; MESSAGE:
05/11/2005 2:07 PM	DROP	AP	WORKFLOW	PA PITTSBURGH DRC	05/11/2005 14:07 EDT, DROP
05/11/2005 2:07 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/11/2005 2:07 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	DRC CALLBACK
05/11/2005 2:07 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/11/2005 2:07 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: ADD; RULE SET: A-SET 1; RULE ID: DRCOB EXCPN CODE; SCRIPT

05/11/2005 2:07 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 05/11/2005 TEST RECEIVED TIME: 14:06 EDT TEST TYPE: FULLTEST TC: 71 DELPHI SHORT SUMMARY: Possible OK, dxk MID/CPK let flow.
05/11/2005 2:05 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
05/11/2005 2:05 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	05/11/2005 14:05 EDT AUTOMATIC LINE TEST SCHEDULED
05/11/2005 2:04 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
05/11/2005 2:04 PM	RCV		V365733	PA PITTSBURGH DRC	CAD
05/11/2005 2:04 PM	ADD	PENDSCR	V365733	PA PITTSBURGH DRC	MISC, 05/11/2005 13:57 EDT, GAR 63N SUB REQUEST CALL BACK FORMAN = TROUBLE HISTORY, OOS: N

Repair Web

View on

HOME | PRINT | HELP | SIGN OFF

Line History --> Trouble Report

Trouble Report #: PACWZ09114 Maintenance Center: PA PITTSBURGH DRG
 Assigned User: Reported Date/Time: 05/05/2005 11:46 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #:
 Class of SVC: RES LOC:
cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 1
 RSID: AECD: Assoc SVC: Recent SO #: R02LB8194 Recent SO Date: 12/31/2025 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: N Encore: Chronic #: 0 Inst Repeater: N Maint Repeater: N Billing: N EB: N OOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X **List** Contact: 4122250017 X **List**

Narrative: Trouble OK STAT GAR 63N HOOL AC AP PHONE LN RPTR TRBL WNTS TECH TO CHK

EXP	STAT	DATE/TIME
CD		05/06/2005 2:30 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A
 Exception Code: Adverse Comment: N Reg Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR#: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Pct Cat:
 Dispatch Center: Dispatch Location: Scrubber Exclude: Referred TR #
 Premise ACC. From: To: Offered Commitment: 05/06/2005 7:00 PM Actual Co mmitment: 05/06/2005 7:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 1285,MR
 Dispatch Remarks:

CLOSEOUT INFORMATION Restore Date/Time: 05/06/2005 2:20 PM Cust Advised Name: Cust TN: Cust Advised Date:

SS1:

SS2:

SS3:

Cust Advised Date:

Remarks: ST 20 V50 G78 VER 6 NTF LN TEST OK

Disp/T/bt: 1285

Cause Analysis: 336

Tech ID: RMC

Exclude: N

Repair Web

verizon

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BOARD

Line History --> Activity Log

Trouble Report #: PACW209114 **Maintenance Center:** PA PITTSBURGH DRC
Assigned User: **Reported Date/Time:** 05/05/2005 11:46 AM **Time Zone:** EST
Circuit ID/TN: 412/682/6733 **Line Status:** IE **Deny:** N **Suspend:** N **CCI Level:** RED
Service Info: MARINO,VINCE;3324 DAWSON ST PGH **Service #:**
Class of SVC: RES **LOC:**

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
05/06/2005 2:30 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC		Script CLOSEDCA; SUCCESS: 1 of 1 actions expected; #3 QLD-CA [S]; 1 MESSAGE:
05/06/2005 2:30 PM	QLD-CA	QLD	WORKFLOW	PA PITTSBURGH DRC		D: 1285 G: 336 H: CCA ST 20 V50 G78 VER 6 NTF LN TEST OK
05/06/2005 2:30 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC		05/06/2005 14:20 EDT ST 20 V50 G78 VER 6 NTF LN TEST OK
05/06/2005 2:30 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC		GRAB
05/06/2005 2:30 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		RULE TYPE HIT:Q5; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED,, SCRIPT
05/06/2005 2:30 PM	SDC	VFY-DO	DO	PA PITTSBURGH DRC		COMPLETION, BLVYPABES01, BLVYPABES01, CW209114, DRC, NDSNV, End of CRT: Z, 05/06/2005 14:27 EDT, Tech ID:RMC, Employee Code:DOIFAS06, START: 05/06/2005 13:15 EDT, RESTORE:05/06/2005 14:20 EDT, CLOSE: 05/06/2005 14:27 EDT, Tech Actual Arrival Time: / D:1285, C:336, HANDLING:CCA, ST 20 V50 G78 VER 6 NTF LN TEST OK, Cust Advised Name: , Cust Advised Date: , Cust Advised Indi: N
05/06/2005 1:15 PM	SDD	DO-DSP	DO	PA PITTSBURGH DRC		DISPATCH, BLVYPABES01, BLVYPABES01, CW209114, DRC, NDSNV, End of CRT: Z, 05/06/2005 13:15 EDT, Tech ID:RMC, Employee Code:DOIFAS03
05/06/2005 11:08 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC		PRE-ASSIGN, BLVYPABES01, BLVYPABES01, CW209114, DRC, NDSNV, End of CRT: Z, 05/06/2005 11:08 EDT, Tech ID:RMC, Employee Code:PA749R64

RECOMMENDATION: SDO, SCRUBBER RETESTING, DISABLE SCRUBBER:

05/05/2005 2:57 PM	SCRBCMP		SCRUBBER	PITTSBURGH DRC	Y, TESTED AS SCO
05/05/2005 2:57 PM	IVRUCAN		SCRUBBER	PA PITTSBURGH DRC	CANCELLED;
05/05/2005 1:49 PM	IVRUCMP		SCRUBBER	PA PITTSBURGH DRC	RECOMMENDATION: TOK-NA, CALL RESULT: (05/05/2005 17:41:43, TOK_IVR_CALL_DISCONNECTED,UPTKTSAMENL),
05/05/2005 1:47 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: IVRUTOK; SUCCESS; 2 of 2 actions expected; #3 IVRU [S]; #6 UPD [S]; MESSAGE.
05/05/2005 1:47 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/05/2005 13:47 EDT, DROP
05/05/2005 1:47 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/05/2005 1:47 PM	IVRU	IVRU	WORKFLOW	PA PITTSBURGH DRC	SENT TO IVRU; CALL FLOW: SINGLE-TOK, SCRUBBER RECOMMENDATION
05/05/2005 1:47 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/05/2005 1:47 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID:SCRIB SOK,, SCRIPT
05/05/2005 1:47 PM	SCRBCMP		SCRUBBER	PA PITTSBURGH DRC	RECOMMENDATION: SOK,SCRUBBER COMPLETED, TESTED AS TOK
05/05/2005 1:43 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BLVYPABES01, BLVYPABES01, CW209114, DRC, NDSNV, End of CNT: Z, Employee Code:WFAC:INT, Acknowledge:Y, HANDBOFF TO WFADO SUCCESSFUL
05/05/2005 1:42 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOLUT; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; MESSAGE:
05/05/2005 1:42 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/05/2005 13:42 EDT, DROP
05/05/2005 1:42 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
05/05/2005 1:42 PM	SCRUB	SCRUB	WORKFLOW	PA PITTSBURGH DRC	SENT TO SCRUBBER

05/05/2005 1:42 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	05/05/2005 13:42 EDT, WORKFLOW, BILLVPAGES01, Z, SCRUBBER CANDIDATE: Y HANDOFF TO DISPOUT
05/05/2005 1:42 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
05/05/2005 1:42 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTTPNT; RULE SET:1-SET 2; RULE ID:RETURN FROM VRRC DPO,, SCRIPPT
05/05/2005 1:42 PM	RCLD-CN	CLD	V375233	PA DE WV VRRC	D: C H: DSP EVRC SUB WNTS TECH OUT WMR
05/05/2005 1:42 PM	RRET	VPY-REF	V375233	PA DE WV VRRC	H: DSP EVRC SUB WNTS TECH OUT WMR
05/05/2005 1:42 PM	RRST-CN	RST-CNA	V375233	PA DE WV VRRC	05/05/2005 13:42 EDT EVRC SUB WNTS TECH OUT WMR
05/05/2005 1:41 PM	RSUB		V375233	PA DE WV VRRC	SUBSEQUENT NARR OLD: GAR 63N HOOL AC AP PHONE LN SUB BELIEVES HE HAS ILLEGAL TAP ON LINE REF FROM SECURITY MVC ADV Y ACC=MID AND HM NEW: CK STAT GAR 63N HOOL AC AP PHONE LN RPTR TRBL WNTS TECH TO CHK
05/05/2005 1:41 PM	SUB		V375233	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63N HOOL AC AP PHONE LN SUB BELIEVES HE HAS ILLEGAL TAP ON LINE REF FROM SECURITY MVC ADV Y ACC=MID AND HM NEW: CK STAT GAR 63N HOOL AC AP PHONE LN RPTR TRBL WNTS TECH TO CHK RPTCAT OLD: CR NEW: IN RPTDDT OLD: 05/05/2005 11:46 EDT NEW: 05/05/2005 13:39 EDT
05/05/2005 1:06 PM	ATC	ATC	V375233	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 05/05/2005 TEST RECEIVED TIME: 13:06 EDT TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line In use, retest 1X
05/05/2005 1:05 PM	RMK		V375233	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
05/05/2005 1:04 PM	GRAB	IP	V375233	PA DE WV VRRC	GRAB
05/05/2005 12:01 PM	ASRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
05/05/2005 12:01 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
05/05/2005 12:01 PM	ASRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC_SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE:
05/05/2005 12:01 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	05/05/2005 12:01 EDT, DROP
05/05/2005 12:01 PM	UPD		WORKFLOW	PA PITTSBURGH	UPDATE

					DRC	
05/05/2005 12:01 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 05/05/2005 12:01 EDT, GAR 63N HOOL AC AP PHONE LN SUB BELIEVES HE HAS ILLEGAL TAP ON LINE REF FRM SECURITY MNC ADV Y ACC=NID AND HM, OOS: N	
05/05/2005 12:01 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PADI235402; 05/05/2005 12:01 EDT; 07/13/2005 22:40 EDT; DESTINATION: ; EIND: ; CTR TYPE: ; WORK TYPE: ; SCREENING	
05/05/2005 12:01 PM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
05/05/2005 12:01 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING;; SCRIPT	
05/05/2005 12:01 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 05/05/2005 TEST RECEIVED TIME: 12:00 EDT TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: CPE; attempt close out	
05/05/2005 11:58 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.	
05/05/2005 11:57 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	RECEIVED RETRYABLE TEST CODE 6. RETRYING AFTER 1 MIN.	
05/05/2005 11:56 AM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.	
05/05/2005 11:56 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	05/05/2005 11:56 EDT AUTOMATIC LINE TEST SCHEDULED	
05/05/2005 11:56 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC		
05/05/2005 11:56 AM	RCV		Z749636	PA PITTSBURGH DRC	CAD	
05/05/2005 11:56 AM	ADD	PENDSCR	Z749636	PA PITTSBURGH DRC	TRAN, 05/05/2005 11:46 EDT, GAR 63N HOOL AC AP PHONE LN SUB BELIEVES HE HAS ILLEGAL TAP ON LINE REF FRM SECURITY MNC ADV Y ACC=NID AND HM, OOS: N	

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Line History --> Trouble Report

Trouble Report #: PACW169941 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 03/25/2005 2:35 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #: LDC:
 Class of SVC: RES

Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: R0ZL8194 Recent SO Date: 12/31/2005 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: N Encore: Chronic #: 2 Int Repeater: N Maint Repeater: Y Billing: N EB: N OOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X : list Contact: 4122250017 X : list

Trouble Narrative: GAR 63N COL AC AP NDAT CHKD EQP CBR2NA ADV NIO REP TRB

EXP	STAT	DATE/TIME
CLD		03/28/2005 8:05 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y A1 Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: CHK
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X
 Group TR#: Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: PITTSBURG (BELLEVUE 749) Dispatch Location: BLVPA8E01 Scrubber Exclude: Referred TR #:
 Premise ACC. From: To Offered Commitment: 03/28/2005 7:00 PM Actual Commitment: 03/28/2005 7:00 PM
 Arrival Start: End Dispatch Authorization: Y Charges Advised: N
 0902:CO;SEND TO VCS;MR MARINO CELL
 Dispatch Remarks:

CLOSURE INFORMATION Restore Date/Time: 03/28/2005 7:45 PM Cust Advised Name: Cust TN: Cust Advised Date:
 S51: S52: S53:

Disp/Trbl: 0902
Remarks: ST 6/ LONGBAL VER 0 NTF,NO NOISE/TALK-CHNG PR PRECAUTI

Cause Analysis: 336

Tech ID: RLR

Exclude: N

Repair Web

Line History --> Activity Log

Trouble Report #: PACW169941 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 03/25/2005 2:35 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #:
 Class of SVC: RES LOC:

Cancel

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Activity D/T	Function	Status	User ID	Center	Activity Description
03/28/2005 8:05 PM	ASCROMP		WORKFLOW	PA PITTSBURGH DRC	Script CLOSEDCCI; SUCCESS; 1 of 1 actions expected; #3 CJD-CA [S]: 1 MESSAGE:
03/28/2005 8:05 PM	UPD-CCI		WORKFLOW	PA PITTSBURGH DRC	CCI NEW: RED CCI OLD: YELLOW
03/28/2005 8:05 PM	CJD-CA	CJD	WORKFLOW	PA PITTSBURGH DRC	D: 0902 C: 336 H: CCA ST 67 LONGBAL VER 0 NTF;NO NOISE/TALK-CHNG PR PRECAULTI
03/28/2005 8:05 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	03/28/2005 19:45 EST ST 67 LONGBAL VER 0 NTF;NO NOISE/TALK-CHNG PR PRECAULTI
03/28/2005 8:05 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
03/28/2005 8:05 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT;CLS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED;; SCRIPT
03/28/2005 8:05 PM	SDC	VFY-DO	DO	PA PITTSBURGH DRC	COMPLETION; BLVYPABES01; BLVYPABES01; CW169941; DRC; NDSVC; End of OCT: Z; 03/28/2005 20:00 EST; Tech ID:RLR; Employee Code:DOIIFAS03; START: 03/28/2005 18:00 EST; RESTORE:03/28/2005 19:45 EST; CLOSE: 03/28/2005 20:00 EST; Tech Actual Arrival Time: ; D:0902; C:336; HANDLING:CCA; ST 67 LONGBAL VER 0 NTF;NO NOISE/TALK-CHNG PR PRECAULTI; Cust Advised Name: ; Cust Advised Date: ; Cust Advised Ind: N
03/28/2005 6:14 PM	SDD	DO-DSP	DO	PA PITTSBURGH DRC	DISPATCH; BLVYPABES01; BLVYPABES01; CW169941; DRC; NDSVC; End of OCT: Z; 03/28/2005 18:13 EST; Tech ID:RLR; Employee Code:DOIIFAS01

03/28/2005 6:05 PM	SDI	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILVPABES01, BILVPABES01, CW169941, DRC, NDSVC, End of CMT: Z, 03/28/2005 18:05 EST, Tech ID:RLR, Employee Code:PA749R67
03/28/2005 4:24 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW169941, DRC, NDSVC, End of CMT: Z, 03/28/2005 16:24 EST, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
03/28/2005 4:24 PM	ASORCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPATCHVC; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; MESSAGE:
03/28/2005 4:24 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	03/28/2005 16:24 EST, DROP
03/28/2005 4:24 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
03/28/2005 4:24 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	03/28/2005 16:24 EST, WORKFLOW, BILVPABES01, Z, SCRUBBER CANDIDATE: N
03/28/2005 4:24 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
03/28/2005 4:24 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1; SET 1; RULE ID:RETN FROM VCS DPO; SCRIPT
03/28/2005 4:24 PM	ASORCMP		WORKFLOW	MD VCS	Script: CORE; SUCCESS; 1 of 1 actions expected; #3 RRET [S]; MESSAGE:
03/28/2005 4:24 PM	RCLD-CN	CLD	WORKFLOW	MD VCS	D: C: H: DPC RETURN TO CORE FROM VCS
03/28/2005 4:24 PM	RRET	VFY-REF	WORKFLOW	MD VCS	H: DPC RETURN TO CORE FROM VCS
03/28/2005 4:24 PM	RST-CN	RST-CVA	WORKFLOW	MD VCS	03/28/2005 16:24 EST RETURN TO CORE FROM VCS
03/28/2005 4:24 PM	GRAB	IP	WORKFLOW	MD VCS	GRAB
03/28/2005 4:24 PM	AUTOSCR		WORKFLOW	MD VCS	RULE TYPE HIT:INT; RULE SET:1; SET-1; RULE ID:WFAD/DO COMPLETION; SCRIPT
03/28/2005 4:24 PM	AUTOSCR		WORKFLOW	MD VCS	AUTOSCR: INVALID DISPOSITION CODE / CAUSE CODE / CLOSE OUT DESCRIPTION. RESTORE/CLOSE RULES NOT EVALUATED
03/28/2005 4:24 PM	SDC	VFY-DO	DO	MD VCS	COMPLETION, BACCSPADEL, BACCSPADEL, CB047124, DRC, NDSNV, End of CMT: Z, 03/28/2005 16:22 EST, Tech ID:P8B, Employee Code:DOIIFAS01, START: 03/28/2005 15:56 EST, RESTORE:03/28/2005 16:24 EST, CLOSE: 03/28/2005 16:22 EST, Tech Actual Arrival Time: , D; C; HANDLING:CO, NSY SOL AT MID X TALK ON LINE, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
03/28/2005 3:56 PM	SDO	DO DSP	DO	MD VCS	DISPATCH, BACCSPADEL, BACCSPADEL, CB047124, DRC, NDSNV, End of CMT: Z, 03/28/2005 15:56 EST, Tech ID:P8B, Employee Code:DOIIFAS01
					PRE-ASSIGN, BACCSPADEL, BACCSPADEL, CB047124, DRC, NDSNV, End

03/28/2005 6:51 AM	SDL	DO-PRE	DO	MD VCS	of OCT: Z, 03/28/2005 06:51 EST, Tech ID:PB8, Employee Code:PA915PB1
03/28/2005 6:33 AM	SDL	DO-PRE	DO	MD VCS	PRE-ASSIGN, BAOCISPADEL, BAOCISPADEL, CB047124, DRC, NDSNV, END of OCT: Z, 03/28/2005 06:33 EST, Tech ID:PBH, Employee Code:PA915PB1
03/28/2005 6:06 AM	SDA	DO-PLD	DO	MD VCS	ACKNOWLEDGEMENT, BAOCISPADEL, BAOCISPADEL, CB047124, DRC, NDSNV, END of OCT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADDO SUCCESSFUL
03/28/2005 6:06 AM	ASRCOMP		WORKFLOW	MD VCS	Script: PADISP; SUCCESS; 1 of 1 actions expected; #3 DO [S]; MESSAGE:
03/28/2005 6:06 AM	DROP	NAP	WORKFLOW	MD VCS	03/28/2005 06:06 EST, DROP
03/28/2005 6:06 AM	DO	DO	WORKFLOW	MD VCS	03/28/2005 06:06 EST, WORKFLOW, BAOCISPADEL, Z, SCRUBBER CANDIDATE: N
03/28/2005 6:06 AM	GRAB	IP	WORKFLOW	MD VCS	GRAB
03/28/2005 6:06 AM	AUTOSCR		WORKFLOW	MD VCS	RULE TYPE HIT:ADD; RULE SET:A-SET-1; RULE ID:PA DISPOUT; SCRIPT
03/28/2005 6:06 AM	AUTOSCR	AUTOSCR	WORKFLOW	MD VCS	
03/28/2005 6:06 AM	ASRCOMP		WORKFLOW	PA PITTSBURGH DRC	Script: VCS; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE:
03/28/2005 6:06 AM	OK-OP	NAP	WORKFLOW	PA PITTSBURGH DRC	03/28/2005 06:06 EST, DROP
03/28/2005 6:06 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
03/28/2005 6:06 AM	RADD	PENDSCR	WORKFLOW	MD VCS	TRAN, 03/28/2005 06:06 EST, GAR 63N COL AC AP NDAT CHKD EQP CBR2NA ADV NIO REP TRB, OOS: N
03/28/2005 6:06 AM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: MD VCS; PAC047124; 03/28/2005 06:06 EST; 06/05/2005 17:45 EDT; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; REF TO VCS
03/28/2005 6:06 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
03/28/2005 6:06 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 1; RULE ID:REFER TO VCS; SCRIPT
03/28/2005 6:06 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	AUTOSCR: INVALID DISPOSITION CODE / CAUSE CODE / CLOSE OUT DESCRIPTION. RESTORE/CLOSE RULES NOT EVALUATED
03/28/2005 6:06 AM	SDC	VFY-DO	DO	PA PITTSBURGH DRC	COMPLETION, BILYPABES01, BILYPABES01, CW169941, DRC, NDSNV, End of OCT: Z, 03/28/2005 06:05 EST, Employee Code:PA749R69, START: 03/28/2005 06:05 EST, RESTORE:03/28/2005 06:06 EST, CLOSE: 03/28/2005 06:05 EST, Tech Actual Arrival Time: , D, C, HANDLING:VCS, SEND TO VCS, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N

03/26/2005 5:05 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; SUCCESS; 2 of 2 actions expected; #3 DO [S]; #6 UPD [S]; 1 MESSAGE:
03/26/2005 5:05 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW169941, DRC, MDSNV, End of OKT: Z, Employee Code:WFRAC:INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
03/26/2005 5:05 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	03/26/2005 17:05 EST, DROP
03/26/2005 5:05 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
03/26/2005 5:05 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	03/26/2005 17:05 EST, WORKFLOW, BILVPABES01, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
03/26/2005 5:05 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
03/26/2005 5:05 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1:SET 1; RULE ID:RETURN FROM VRRC DPO,, SCRIPT
03/26/2005 5:05 PM	RQLD-CN	QLD	V340574	PA DE WV VRRC	D: C: H: DSP VRRC-RTST 0 CPE-QLD #,SEZ UNPLUGD/CHKD CPE
03/26/2005 5:05 PM	RRET	VFY-REF	V340574	PA DE WV VRRC	H: DSP VRRC-RTST 0 CPE-QLD #,SEZ UNPLUGD/CHKD CPE
03/26/2005 5:05 PM	RRST-CN	RST-QNA	V340574	PA DE WV VRRC	03/26/2005 17:05 EST VRRC-RTST 0 CPE-QLD #,SEZ UNPLUGD/CHKD CPE
03/26/2005 5:01 PM	ATC	ATC	V340574	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 03/26/2005 TEST RECEIVED TIME: 17:01 EST TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: CPE, attempt dose out
03/26/2005 4:59 PM	RHK		V340574	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX
03/26/2005 4:59 PM	GRAB	IP	V340574	PA DE WV VRRC	GRAB
03/25/2005 2:46 PM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
03/25/2005 2:46 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
03/25/2005 2:46 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; 1 MESSAGE:
03/25/2005 2:46 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH	03/25/2005 14:46 EST, DROP

03/25/2005 2:46 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
03/25/2005 2:46 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 03/25/2005 14:46 EST, GAR 63N COL AC AP NDAT CHKD EQP CBR2NA ADV NIO REP TRB, OOS: N
03/25/2005 2:46 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1181497; 03/25/2005 14:46 EST; 06/03/2005 02:25 EDT; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
03/25/2005 2:46 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
03/25/2005 2:46 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING, SCRIPT
03/25/2005 2:46 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 03/25/2005 TEST RECEIVED TIME: 14:45 EST TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: OPE, attempt dose out
03/25/2005 2:41 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
03/25/2005 2:41 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	03/25/2005 14:41 EST AUTOMATIC LINE TEST SCHEDULED
03/25/2005 2:41 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
03/25/2005 2:41 PM	RCV		V377822	PA PITTSBURGH DRC	CAD
03/25/2005 2:41 PM	ADD	PENDSCR	V377822	PA PITTSBURGH DRC	TRAN, 03/25/2005 14:35 EST, GAR 63N COL AC AP NDAT CHKD EQP CBR2NA ADV NIO REP TRB, OOS: N

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Line History --> Trouble Report

Trouble Report #:	PACW145611	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	02/24/2005 4:41 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST PGH	Deny:	N
Class of SVC:	RES	Service #:	
		LOC:	

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN, Assoc SVC: Recent SO #: R02L89194 Recent SO Date: 12/31/2025 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: N Encore: Chronic #: 2 Inst Repeater: N Maint Repeater: Y Billing: N EB: N COF
 Esc. Level: 0 Appl ID: CAD
 Reported By: X ! list Contact: CEL PHN 4122250017 X ! list

Narrative: Trouble GAR 63N CLK ON LN AC AP--WMR --WNTS LN CHKD 4 TAP --

EXP	STAT	DATE/TIME
CLD		02/26/2005 9:41 AM

Rpt Category: GR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: CHK
 Exception Code: Adverse Comment: N Reg. Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TR # Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rot Cat:
 Dispatch Center: PITTSBURGH (BELLEVUE 749) Dispatch Location: BILVPABE301 Scrubber Exclude: Referred TR #:
 Prentise ACC. From To: Offered Commitment: 02/26/2005 7:00 PM Actual Commitment: 02/26/2005 7:00 PM
 Arrival Start End: Dispatch Authorization: N Charges Advised: N
 1201;

Dispatch Remarks:

CLOSEOUT INFORMATION : Restore Date/Time: 02/26/2005 9:35 AM Cust. Advised Name: Cust. TN: Cust. Advised Date:

SS1:

SS2:

SS3:

Dispt/rpt: 1201
Remarks: ST 20 VER 0 DT GOOD TO NIO CUST NOT HOME LIGHT SHORT IN

Cause Analysis: 227

Tech I.D:RMD

Exclude:N

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Line History --> Activity Log

Trouble Report #:	PACW145611	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	02/24/2005 4:41 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST PGH	Deny:	N
Class of SVC:	RES	Suspend:	N
		Service #:	
		LOC:	

Cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
Activity D/T	Function	Status	User ID	Center		
02/26/2005 9:42 AM	ASCRMP		WORKFLOW	PA PITTSBURGH DRC		Script: CLOSEDCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [S]; 1 MESSAGE;
02/26/2005 9:41 AM	CLD CA	CLD	WORKFLOW	PA PITTSBURGH DRC		D: 1201 C: 227 H: CCA ST 20 VER 0 DT GOOD TO NIO CUST NOT HOME LIGHT SHORT IN
02/26/2005 9:41 AM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC		02/26/2005 09:35 EST ST 20 VER 0 DT GOOD TO NIO CUST NOT HOME LIGHT SHORT IN
02/26/2005 9:41 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC		GFAB
02/26/2005 9:41 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		RULE TYPE HT:CLS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED;, SCRIPT
02/26/2005 9:41 AM	SDC	VFY-DO	DO	PA PITTSBURGH DRC		COMPLETION, BILVPABES01, BILVPABES01, CW145611, DRC, NDSNV, End of OKT: 2, 02/26/2005 09:37 EST, Tech ID:RMD, Employee Code:DOIFAS06, START: 02/26/2005 08:00 EST, RESTORE:02/26/2005 09:35 EST, CLOSE: 02/26/2005 09:37 EST, Tech Actual Arrival Time: D:1201, C:227, HANDLING:CCA, ST 20 VER 0 DT GOOD TO NIO CUST NOT HOME LIGHT SHORT IN, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N
02/26/2005 8:12 AM	SDO	DO-DSP	DO	PA PITTSBURGH DRC		DISPATCH, BILVPABES01, BILVPABES01, CW145611, DRC, NDSNV, End of OKT: 2, 02/26/2005 08:12 EST, Tech ID:RMD, Employee Code:DOIFAS02
02/26/2005 8:09 AM	SDU	DO-PLD	DO	PA PITTSBURGH DRC		UPDATE, BILVPABES01, BILVPABES01, CW145611, DRC, NDSNV, End of OKT: 2, 02/26/2005 08:09 EST, Employee Code:PA749867

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Line History --> Activity Log

Trouble Report #: PACW074976 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 12/17/2004 10:31 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level:
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH, PA 15213 Service #:
 Class of SVC: RES LOC:

cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
12/17/2004 10:35 AM	FEC	CLD	V314214	PA PITTSBURGH DRC	D: 0000 C: 000 H: CALLED REGARDING CLOSED TROUBLE - N
12/17/2004 10:35 AM	GRAB	IP	V314214	PA PITTSBURGH DRC	GRAB
12/17/2004 10:35 AM	RCV		V314214	PA PITTSBURGH DRC	CAD
12/17/2004 10:35 AM	ADD		V314214	PA PITTSBURGH DRC	MISC. 12/17/2004 10:31 EST, GAR 63N WAITING FOR SECURITY TO CL GOES ON & ON ABT THE MOB STEALING PHN SRVC, OOS: N

02/26/2005 7:10 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BLVPABES01, BLVPABES01, CW145611, DRC, NDSNV, END of OCT: Z, 02/26/2005 07:10 EST, Tech ID:RMD, Employee Code:PA749R67
02/24/2005 8:41 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISPOUT; FAILURE: 0 of 2 actions expected; #3 DO [F]; #6 UPD [NE]; MESSAGE: Duplicate Hand Off is not permitted for Non Design
02/24/2005 8:41 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	02/24/2005 20:41 EST, DROP
02/24/2005 8:41 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
02/24/2005 8:41 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 2; RULE ID:RETURN FROM VRRC DPO, SCRIPT
02/24/2005 8:41 PM	RCLD-CN	CLD	V313117	PA DE WV VRRC	D: C: H: DSP SEE PREV NOTES/PNDG TKT IN WFA CW145611 WNTS LINE OKD 4WIRE TAP
02/24/2005 8:41 PM	RRET	VFY-REF	V313117	PA DE WV VRRC	H: DSP SEE PREV NOTES/PNDG TKT IN WFA CW145611 WNTS LINE OKD 4WIRE TAP
02/24/2005 8:41 PM	RST-CN	RST-CNA	V313117	PA DE WV VRRC	02/24/2005 20:41 EST SEE PREV NOTES/PNDG TKT IN WFA CW145611 WNTS LINE OKD 4WIRE TAP
02/24/2005 8:41 PM	UPD		V313117	PA PITTSBURGH DRC	UPDATE SCRUB OLD: Y NEW: N
02/24/2005 8:41 PM	RUPD		V313117	PA DE WV VRRC	UPDATE SCRUB OLD: Y NEW: N
02/24/2005 8:34 PM	ATC	ATC	V313117	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 02/24/2005 TEST RECEIVED TIME: 20:34 EST TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
02/24/2005 8:33 PM	RMK		V313117	PA DE WV VRRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
02/24/2005 8:32 PM	GRAB	IP	V313117	PA DE WV VRRC	GRAB
02/24/2005 4:49 PM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BLVPABES01, BLVPABES01, CW145611, DRC, NDSNV, END of OCT: Z, Employee Code:WFAC-INT, Acknowledge:Y, HANDOFF TO WFADO SUCCESSFUL
02/24/2005 4:49 PM	ADP	NAP	V303206	PA PITTSBURGH DRC	02/24/2005 16:49 EST, ADP
02/24/2005 4:49 PM	DO	DO	V303206	PA PITTSBURGH DRC	02/24/2005 16:49 EST, V303206, BLVPABES01, Z, SCRUBBER CANDIDATE: N PLZ CHECK 2 APPEARANCES ON LINE
				PA DE WV	

02/24/2005 4:49 PM	RUPD		V303206	VRRC	UPDATE SCRUB OLD: N NEW: Y
02/24/2005 4:49 PM	UPD		V303206	PA PITTSBURGH DRC	UPDATE SCRUB OLD: N NEW: Y
02/24/2005 4:49 PM	ATC	ATC	V303206	PA PITTSBURGH DRC	MANUAL LINE TEST RECEIVED DATE: 02/24/2005 TEST RECEIVED TIME: 16:49 EST TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: OPE, attempt dose out
02/24/2005 4:47 PM	RMK		V303206	PA PITTSBURGH DRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX.
02/24/2005 4:46 PM	GRAB	IP	V303206	PA PITTSBURGH DRC	GRAB
02/24/2005 4:46 PM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
02/24/2005 4:45 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
02/24/2005 4:45 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC, SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE:
02/24/2005 4:45 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	02/24/2005 16:45 EST, DROP
02/24/2005 4:45 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
02/24/2005 4:45 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN 02/24/2005 16:45 EST, GAR 63M CLK ON LN AC AP--WNR --WNTS LN OKD 4 TAP --, OOS: N
02/24/2005 4:45 PM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1150908; 02/24/2005 16:45 EST; 05/05/2005 04:24 EDT; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
02/24/2005 4:45 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
02/24/2005 4:45 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING; SCRIPT
02/24/2005 4:45 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 02/24/2005 TEST RECEIVED TIME: 16:45 EST TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: OPE, attempt dose out
02/24/2005 4:43 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.

02/24/2005 4:43 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	02/24/2005 16:43 EST AUTOMATIC LINE TEST SCHEDULED
02/24/2005 4:43 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
02/24/2005 4:43 PM	RCV		VJ74108	PA PITTSBURGH DRC	CAD
02/24/2005 4:43 PM	ADD	PENDESCR	VJ74108	PA PITTSBURGH DRC	TRAN, 02/24/2005 16:41 EST, GAR 63N CLK ON LN AC AP--WNR --WNTS LN CHD 4 TAP --, OOS: N

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Line History --> Trouble Report

Trouble Report #:	PACW077884	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	12/20/2004 10:49 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST PGH	Deny:	N
Class of SVC:	RES	Service #:	
		LOC:	
		Suspend:	N CCI Level:

Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP:	Essential: N	Enhanced SVC:	Maint Plan:	Port Status:	Port Date:	# of Subs: 1
RSID:		AECN: Assoc SVC:		Recent SO #:	R4UG43994	Recent SO Date: 12/31/2025
WS Code:	Chronic Indicator: Y	Encore:	Chronic #:	10	Inst Repeater: Y	Maint Plan In Effect: Y
Esc. Level:	0	Appl ID:	CAD	Billing:	N	EB: N
Reported By:				Contact:	MS MARINO	4122250017

Trouble Narrative: MISS APPT GAR 63 ATT 4MAN WNTS LN CHKD 4 WIRE TAP RPTR SUPP/SAYS COL CLAIMS
LAST TECH NOT CHKING MID? SAYS WE HAVE JUMP WIRE ATTACHED 2 SUB

EXP	STAT	DATE/TIME	STATUS
		02/07/2005 4:52 PM	CLD

Rpt Category:	CR/CUSTOMER REPORT	All Phones:	Y	All Calls:	Y
Trouble Type:	TRAN/TRANSMISSION-NOISE	Out of Service:	N	Isolate:	N/A
Exception Code:	DRC/CB/DRC CALL BAOX	Adverse Comment:	N	Reg. Warning:	N
Test Results:	6 Busy, line in use, retest 1X				
Group TR#		Last Closed Date:	12/19/2005	Pending TR #:	
Dispatch Center:	PITTSBURG (BELLEVUE 749)	Dispatch Location:	BLVPAES01 Scrubber Exclude:	Referred TR #:	
Premise ACC. From:	8:00 AM	To:	12:00 PM	Offered Commitment:	12/21/2004 7:30 PM
Arrival Start		End:		Dispatch Authorization:	Y
Dispatch Remarks:	WNTS CB FROM SECURITY 1ST; GOING 2 ATTORNEY				

CLOSEOUT INFORMATION: Restore Date/Time: 02/07/2005 4:52 PM Cust Advised Name: SSI
Cust TN: 553 Cust Advised Date: 12/29/2004 23:31

Disp/T/bi: 0000
Remarks: EXCLUDE PER 050 IN BLVU-REFRD TO SECURITY

Cause Analysis: 000

Tech ID:

Exclude: Y

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Line History --> Activity Log

Trouble Report #: PACW077884 Assigned User: Circuit ID/TN: 412/682/6733 Service Info: MARINO,VINCE;3324 DAWSON ST RGH Class of SVC: RES	Maintenance Center: PA PITTSBURGH DRC Reported Date/Time: 12/20/2004 10:49 PM Line Status: IE	Time Zone: EST Deny: N Suspend: N CCI Level: Service #: LOC:
---	---	---

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
Activity D/T	Function	Status	User ID	Center		
02/07/2005 4:52 PM	CLD-CA	CLD	V370040	PA PITTSBURGH DRC		D: 0000 C: 000 H: EXCLUDE PER 050 IN BLVU-REFRD TO SECURITY
02/07/2005 4:52 PM	RST-CA	RST-CA	V370040	PA PITTSBURGH DRC		02/07/2005 16:52 EST EXCLUDE PER 050 IN BLVU-REFRD TO SECURITY
02/07/2005 4:52 PM	HLC		V370040	PA PITTSBURGH DRC		CANCELLED, 02/28/2005 19:41 EST CLOSE
02/07/2005 4:51 PM	GRAB	JP	V370040	PA PITTSBURGH DRC		GRAB
01/05/2005 11:10 AM	DROP	NAP	V303206	PA PITTSBURGH DRC		01/05/2005 11:10 EST, DROP
01/05/2005 11:10 AM	GRAB	JP	V303206	PA PITTSBURGH DRC		GRAB
12/29/2004 6:31 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC		Script: EXCLUDE, FAILURE; 0 of 1 actions expected; #3 CLD-CA [F]; 1 MESSAGE: MLD is not a valid status for this function
12/29/2004 6:31 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC		12/29/2004 18:31 EST, DROP
12/29/2004 6:31 PM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC		GRAB

12/29/2004 6:31 PM	AUTOSCR		WORKFLOW	PITTSBURGH DRC	RULE TYPE HIT-INT; RULE SET:1-SET 1; RULE ID:EXCLUDE; SCRIPT
12/29/2004 6:31 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	AUTOSCR: INVALID DISPOSITION CODE / CAUSE CODE / CLOSE OUT DESCRIPTION: RESTORE/CLOSE RULES NOT EVALUATED
12/29/2004 6:31 PM	SDC	WF-DO	DO	PA PITTSBURGH DRC	COMPLETION, BILVPABES01, BILVPABES01, CW077884, DRC, NDSNV, End of CKT: Z, 12/29/2004 18:31 EST, Employee Code:PA749050, START: 12/29/2004 18:31 EST, RESTORE:12/29/2004 18:31 EST, CLOSE: 12/29/2004 18:31 EST, Tech Actual Arrival Time: EST, D, C; HANDLING:EXC, RFR TO SECURITY, Customer Advised Name: , Customer Advised Date: , Customer Advised Ind: N
12/29/2004 6:23 PM	SDU	DO-PLD	DO	PA PITTSBURGH DRC	UPDATE, BILVPABES01, BILVPABES01, CW077884, DRC, NDSNV, End of CKT: Z, 12/29/2004 18:23 EST, Employee Code:PA749050
12/29/2004 7:58 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BILVPABES01, BILVPABES01, CW077884, DRC, NDSNV, End of CKT: Z, 12/29/2004 07:58 EST, Tech ID:346, Employee Code:PA749050
12/29/2004 7:44 AM	SDA	DO-PLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILVPABES01, BILVPABES01, CW077884, DRC, NDSNV, End of CKT: Z, Employee Code:WFAC-INT, HANDOFF TO WFADO SUCCESSFUL, Acknowledge:Y
12/29/2004 7:44 AM	ADP	NAP	V314244	PA PITTSBURGH DRC	12/29/2004 07:44 EST, ADP
12/29/2004 7:44 AM	DO	DO	V314244	PA PITTSBURGH DRC	12/29/2004 07:44 EST, V314244, BILVPABES01, Z, SCRUBBER CANDIDATE: N
12/29/2004 7:43 AM	GRAB	IP	V314244	PA PITTSBURGH DRC	GRAB
12/25/2004 12:14 PM	UPD		V370040	PA PITTSBURGH DRC	UPDATE SCRUB OLD: N NEW: Y
12/25/2004 12:13 PM	DROP	NAP	V370040	PA PITTSBURGH DRC	12/25/2004 12:13 EST, DROP
12/25/2004 12:13 PM	GRAB	IP	V370040	PA PITTSBURGH DRC	GRAB
12/25/2004 12:08 PM	ASCROMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB: SUCCESS, 2 of 2 actions expected; #3 FLE [S]; #6 UPD [S]; MESSAGE:
12/25/2004 12:08 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	12/25/2004 12:08 EST, DROP

12/25/2004 12:08 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
12/25/2004 12:08 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
12/25/2004 12:08 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
12/25/2004 12:08 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HTT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
12/25/2004 12:08 PM	SUB		V377553	PA PITTSBURGH DRC	SUBSEQUENT COMM OLD: 12/21/2004 09:59 EST NEW: 12/27/2004 11:55 EST CON# OLD: 4126826733 NEW: 4127250017 CONNM OLD: NEW: MS MARINO NARR OLD: GAR 63 ATT 4MAN CRCB CLAIMS FRAUD GOING ON SEE DATH RPTR SUPV/SAYS COL CLAIMS LAST TECH NOT CHKING NID? SAYS WE HAVE JUMP WIRE ATTACHED 2 SUB LINE GOI NEW: MISS APPT GAR 63 ATT 4MAN WNTS LN CHKD 4 WIRE TAP RPTR SUPV/SAYS COL CLAIMS LAST TECH NOT CHKING NID? SAYS WE HAVE JUMP WIRE ATTACHED 2 SUB PACCT OL: 0959 NEW: 1200 RPTCAT OLD: CR NEW: CR RPTDDT OLD: 12/20/2004 22:49 EST NEW: 12/25/2004 11:54 EST
12/21/2004 9:06 AM	DROP	NAP	V367786	PA PITTSBURGH DRC	12/21/2004 09:06 EST, DROP
12/21/2004 9:02 AM	HLD	HLD	V303206	PA PITTSBURGH DRC	12/21/2004 09:02 EST REFER
12/21/2004 8:48 AM	GRAB	IP	V303206	PA PITTSBURGH DRC	GRAB
12/20/2004 10:56 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script DRCCB: SUCCESS; 2 of 2 actions expected; #3 RMK [S]; #6 UPD [S]; 1 MESSAGE:
12/20/2004 10:56 PM	DROP	AP	WORKFLOW	PA PITTSBURGH DRC	12/20/2004 22:56 EST, DROP
12/20/2004 10:56 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
12/20/2004 10:56 PM	RMK		WORKFLOW	PA PITTSBURGH DRC	DRC CALLBACK
12/20/2004 10:56 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH	GRAB

				DRC	
12/20/2004 10:56 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:EXC; RULE SET:E-SET 1; RULE ID:Priority=8,Criteria=EXCEPTION; SCRIPT
12/20/2004 10:56 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
12/20/2004 10:56 PM	RCV		V374584	PA PITTSBURGH DRC	CAD
12/20/2004 10:56 PM	ADD	PENDSCR	V374584	PA PITTSBURGH DRC	TRAN, 12/20/2004 22:49 EST, GAR 63 ATT 4MAN CRCB CLAIMS FRAUD GOING ON SEE DATH RPTR SUPV/SAVS COL CLAIMS LAST TECH NOT CHIKING NID? SAVS WE HAVE JUMP WIRE ATTACHED 2 SUB LINE GOI, OOS: N

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REF ID: A66666

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Line History --> Trouble Report

Trouble Report #: PACW077875 Maintenance Center: PA PTT58URGH DRC
 Assigned User: Reported Date/Time: 12/20/2004 10:23 PM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level:
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #:
 Class of SVC: RES LOC: **Cancel**

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSID: AECN: Assoc SVC: Recent SO #: RAUG43994 Recent SO Date: 12/31/2025 Maint Plan In Effect: Y
 WS Code: Chronic Indicator: Y Encore: Chronic #: 9 Inst Repeater: Y Maint Repeater: Y Billing: N EB: N OOF:
 Esc. Level: 0 Appl ID: CAD
 Reported By: X **List** Contact: 4126828733 X **List**

Narrative: Trouble GAR 63N REF TO FRAUD CENTER 800-483-6922

EXP STAT	DATE/TIME
CLD	12/20/2004 10:33 PM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: CHK
 Exception Code: Adverse Comment: N Reg Warning: N
 Test Results: 6 Busy, line in use, retest 1X.
 Group TP # Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:
 Dispatch Center: Dispatch Location: Scrubber Exclude: Referred TR #:
 Premise ACC. From: To: Offered Commitment: 12/21/2004 7:30 PM Actual Commitment: 12/21/2004 6:00 PM
 Arrival Start: End: Dispatch Authorization: Y Charges Advised: N
 Dispatch Remarks:

CLOSEOUT INFORMATION: Restore Date/Time: 12/20/2004 10:33 PM Cust Advised Name: MARINO,VINCE;3324 DAWSON ST PGH
 551 552 553.G

Remarks: REFERRED TO OTHER DEPARTMENT - G

Disp/Tbl: 0000

Cause Analysis: 000

Tech ID:

Exclude: Y

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Line History --> Activity Log

Trouble Report #: PACW077875 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 12/20/2004 10:23 PM Time Zone: EST
 Circuit ID/TN: 412/692/6733 Line Status: IE Deny: N Suspend: N CCI Level:
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH Service #: LOC:
 Class of SVC: RES

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

Activity D/T	Function	Status	User ID	Center	Activity Description
12/30/2004 10:56 AM	FLE		V368362	PA PITTSBURGH DRC	L WEBER SPOKE TO MR RE WIRE-TAPPING GAVE NUMBER FOR FRAUD 800-483-6922 WHICH IS WHAT SECURITY SAID TO DO
12/20/2004 10:33 PM	FEC	CLD	V304489	PA PITTSBURGH DRC	D: 0000 C: 000 H: REFERRED TO OTHER DEPARTMENT - G
12/20/2004 10:33 PM	GRAB	IP	V304489	PA PITTSBURGH DRC	GRAB
12/20/2004 10:33 PM	RCV		V304489	PA PITTSBURGH DRC	CAD
12/20/2004 10:33 PM	ADD		V304489	PA PITTSBURGH DRC	TRAN, 12/20/2004 22:23 EST, GAR 63N REF TO FRAUD CENTER 800-483-6922, OOS: N

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Line History ---> Trouble Report

Trouble Report #:	PACW074976	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	12/17/2004 10:31 AM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST PGH, PA 15213	Deny:	N
Class of SVC:	RES	Service #:	
		LOC:	
		Suspend:	N CCI Level:

Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP:	Essential	N	Enhanced SVC:		Maint Plan:		Port Status:		Port Date:		# of Subs:	0	
RSID:			AECN:		Assoc SVC:		Recent SO #:		Recent SO Date:	12/18/2004	Maint Plan in Effect:	Y	
WS Code:	Chronic Indicator:	Y	Encore:	N	Chronic #:	8	Inst Repeater:	Y	Maint Repeater:	Y	Billing:	N	
Esc Level:	0		Appl ID:	CAD							EB:	N	
Reported By:							Contact:					OOE:	

Trouble Narrative: SRVC GAR 63N WAITING FOR SECURITY TO CL GOES ON & ON ABT THE MOB STEALING PHN

EXP	STAT	DATE/TIME
CLD		12/17/2004 10:35 AM

Rpt Category:	CR/CUSTOMER REPORT	All Phones:	N/A	All Calls:	N/A
Trouble Type:	MISC/MISCELLANEOUS TROUBLE	Out of Service:	N	Isolate:	N/A
Exception Code:		Adverse Comment:	N	Req. Warning:	N
Test Results:	6 Busy, line in use, retest 1X.				
Group TR #:		Last Closed Date:	12/19/2005	Pending TR #:	
Dispatch Center:		Dispatch Location:		Scrubber Exclude:	
Premise ACC. From:		To:		Offered Commitment:	12/20/2004 7:30 PM
Arrival Start:		End:		Dispatch Authorization:	N
				Actual Commitment:	12/20/2004 7:30 PM
				Charges Advised:	N

Dispatch Remarks:

CLOSEOUT INFORMATION: Restore Date/Time: 12/17/2004 10:35 AM Cust Advised Name: MARINO,VINCE Cust TN: 4126826733 Cust Advised Date: 12/17/2004 15:35
SS1 SS2 SS3,N

Remarks: CALLED REGARDING CLOSED TROUBLE - N

Disp/Tribl: 0000

Cause Analysis: 000

Tech ID:

Exclde: Y

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Line History --> Trouble Report

Trouble Report #:	PACW066173	Maintenance Center:	PA PTT5BURGH DRC
Assigned User:		Reported Date/Time:	12/09/2004 4:18 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE/3324 DAWSON ST PGH, PA 15213	Deny:	N
Class of SVC:	RES	Service #:	
		LOC:	
		Suspend:	N CCI Level:

CANCEL

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP:	Essential: N	Enhanced SVC:	Maint Plan:	Port Status:	Port Date:	# of Subs:
RSID:		AECD:	Assoc SVC:	Recent SO #:	CIHE64666	Recent SO Date: 07/15/2004
WS Code:	Chronic Indicator: Y	Encore:	N Chronic #:	4	First Repeater: N	Maint Plan in Effect: Y
Esc. Level:	0	Appl ID:	CAD	Billing:	N	EB: N
Reported By:				Contact:	4122250017	X

list

list

Trouble Narrative: OK STAT GAR 63N ACT: CLICKS ON LINE HOOL PHNS DISCON. AC AP AT. SAME @ NID.

STATUS		
EXP	STAT	DATE/TIME
	OLD	12/10/2004 4:06 PM

Rpt Category:	CR/CUSTOMER REPORT	All Phones:	Y	All Calls:	Y
Trouble Type:	TRAN/TRANSMISSION-NOISE	Out of Service:	N	Isolate:	@NIDY
Exception Code:		Adverse Comment:	N	Reg. Warning:	N
Test Results:	6 Busy, line in use, retest 1X.				
Group IR#		Last Closed Date:	12/19/2005	Pending TR #:	
Dispatch Center:	PITTSBURG (BELLEVUE 749)	Dispatch Location:	BULVPABES01	Scrubber Exclude:	
Premise ACC. From:	2:00 PM	To:	7:30 PM	Offered Commitment:	12/10/2004 7:30 PM
Arrival Start		End:		Dispatch Authorization:	N
Dispatch Remarks:	0401;			Actual Commitment:	12/10/2004 7:30 PM
				Charges Advised:	N

CLOSING INFORMATION: Restore Date/Time: 12/10/2004 4:00 PM Cust. Advised Name: S52: S53: Cust. TN: S53: Cust. Advised Date:

Remarks: ST 1SD VER 6 CHNG FACIL TOKNIO50VG=80 POSS ALARM TRBL

Disp/Trbl: 0401

Cause Analysis: 339

Tech ID: 525

Exclud: N

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Line History --> Activity Log

Trouble Report #: PACW066173 **Maintenance Center:** PA PTTSBURGH DRC
Assigned User: **Reported Date/Time:** 12/09/2004 4:18 PM **Time Zone:** EST
Circuit ID/TN: 412/682/6733 **Line Status:** IE **Deny:** N **Suspend:** N CCI Level:
Service Info: MARINO,VINCE;3324 DAWSON ST PCH, PA 15213 **Service #:**
Class of SVC: RES **LOC:**

Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

Activity D/T	Function	Status	User ID	Center	Activity Description
12/10/2004 4:06 PM	ASCRCMP		WORKFLOW	PA PTTSBURGH DRC	Script: CLOSEDCCA; SUCCESS; 1 of 1 actions expected; #3 QLD-CA [5]; 1 MESSAGE:
12/10/2004 4:06 PM	QLD-CA	CLD	WORKFLOW	PA PTTSBURGH DRC	D: 0401 C: 339 H: CCA ST 1SD VER 6 CHNG FACIL TDKNIO50VG=80 POSS ALARM TRBL
12/10/2004 4:06 PM	RST-CA	RST-CA	WORKFLOW	PA PTTSBURGH DRC	12/10/2004 16:00 EST ST 1SD VER 6 CHNG FACIL TDKNIO50VG=80 POSS ALARM TRBL
12/10/2004 4:06 PM	GRAB	IP	WORKFLOW	PA PTTSBURGH DRC	GRAB
12/10/2004 4:06 PM	AUTOSCR		WORKFLOW	PA PTTSBURGH DRC	RULE TYPE HIT:CS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED; SCRIPT
12/10/2004 4:06 PM	SDC	VFY-DO	DO	PA PTTSBURGH DRC	COMPLETION, BILVPABES01, BILVPABES01, CW066173, DRC, NDSNV, End of OCT: 2, 12/10/2004 16:04 EST, Tech ID:525, Employee Code:DOIIFAS03, ST 1SD VER 6 CHNG FACIL TDKNIO50VG=80 POSS ALARM TRBL, START: 12/10/2004 14:30 EST, RESTORE:12/10/2004 16:10 EST, CLOSE: 12/10/2004 16:04 EST, Tech Actual Arrival Time: EST, D:0401, C:339, HANDLING:CCA, ST 1SD VER 6 CHNG FACIL TDKNIO50VG=80 POSS ALARM TRBL, Customer Advised Name: , Customer Advised Date: , Customer Advised Ind: N
12/10/2004 2:23 PM	SDD	DO-DSP	DO	PA PTTSBURGH DRC	DISPATCH, BILVPABES01, BILVPABES01, CW066173, DRC, NDSNV, End of OCT: 2, 12/10/2004 14:23 EST, Tech ID:525, Employee Code:DOIIFAS03
12/10/2004 11:55 AM	SDL	DO-PRE	DO	PA PTTSBURGH DRC	PRE-ASSIGN, BILVPABES01, BILVPABES01, CW066173, DRC, NDSNV, End of OCT: 2, 12/10/2004 11:55 EST, Tech ID:525, Employee Code:PA749050

12/10/2004 10:04 AM	RMK		V312585	PA PITTSBURGH DRC	12-10-04 CUSTOMER CARE 3X REPEATR ADVSD MIKE IN CHG FOR JAY LIEB
12/09/2004 6:25 AM	DROP	NAP	V312585	PA PITTSBURGH DRC	12/09/2004 06:25 EST, DROP
12/09/2004 6:24 AM	GRAB	IP	V312585	PA PITTSBURGH DRC	GRAB
12/08/2004 11:34 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: SUB: SUCCESS; 2 of 2 actions expected; #3 FILE [S]; #6 UPD [S]; MESSAGE:
12/08/2004 11:34 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	12/08/2004 23:34 EST, DROP
12/08/2004 11:34 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
12/08/2004 11:34 PM	FILE		WORKFLOW	PA PITTSBURGH DRC	SUBSEQUENT RECEIVED
12/08/2004 11:34 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
12/08/2004 11:34 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:SUB; RULE SET:S-SET 1; RULE ID:SUBSEQUENT CALL BACK; SCRIPT
12/08/2004 11:34 PM	SUB		V330313	PA PITTSBURGH DRC	SUBSEQUENT NARR OLD: GAR 63N ACT CLICKS ON LINE HOOL PHNS DISCON. AC AP AT. SAME @ NID, NEW: CK STAT GAR 63N ACT CLICKS ON LINE HOOL PHNS DISCON. AC AP AT. SAME @ NID, RPTCAT OLD: CR NEW: CR RPTDDT OLD: 12/08/2004 16:18 EST NEW: 12/08/2004 23:28 EST
12/08/2004 9:11 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: DISROUT; SUCCESS; 2 of 2 actions expected; #3 DOI [S]; #6 UPD [S]; MESSAGE:
12/08/2004 9:11 PM	SDA	DO-FLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BILYPABES01, BILYPABES01, CW066173, DRC, INDSNV, End of OCT. 2, Employee Code:WFAC:INT, HANDOFF TO WFADO SUCCESSFUL, Acknowledge:Y
12/08/2004 9:10 PM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	12/08/2004 21:10 EST, DROP
12/08/2004 9:10 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE

12/08/2004 9:10 PM	DO	DO	WORKFLOW	PA PITTSBURGH DRC	12/08/2004 21:10 EST, WORKFLOW, BLVPA0501, Z, SCRUBBER CANDIDATE: N HANDOFF TO DISPOUT
12/08/2004 9:10 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
12/08/2004 9:10 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:INT; RULE SET:1-SET 1; RULE ID:RETURN FROM VRRC DPO,, SCRIPT
12/08/2004 9:10 PM	RCLD-CN	CLD	V365222	PA DE WV VRRC	D: C: H: DSP VRRC:TEST LUU/COL@NID/PLS CX/
12/08/2004 9:10 PM	RRET	VEY-REF	V365222	PA DE WV VRRC	H: DSP VRRC:TEST LUU/COL@NID/PLS CX/
12/08/2004 9:10 PM	RST-CN	RST-CNA	V365222	PA DE WV VRRC	12/08/2004 21:10 EST VRRC:TEST LUU/COL@NID/PLS CX/
12/08/2004 9:00 PM	ATC	ATC	V365222	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 12/08/2004 TEST RECEIVED TIME: 21:00 EST TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X
12/08/2004 8:59 PM	RMK		V365222	PA DE WV VRRC	MANUAL LINE TEST STARTED, TEST TYPE: FULLX.
12/08/2004 8:58 PM	ATC	ATC	V365222	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 12/08/2004 TEST RECEIVED TIME: 20:58 EST TEST TYPE: FULLX TC: 6 DELPHI SHORT SUMMARY: Busy, line in use, retest 1X.
12/08/2004 8:58 PM	RMK		V365222	PA DE WV VRRC	MANUAL LINE TEST STARTED, TEST TYPE: FULLX.
12/08/2004 8:57 PM	GRAB	IP	V365222	PA DE WV VRRC	GRAB
12/08/2004 4:45 PM	ASCRCHP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE : NO MATCH
12/08/2004 4:45 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
12/08/2004 4:45 PM	ASCRCHP		WORKFLOW	PA PITTSBURGH DRC	Script VRRC SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD
12/08/2004 4:45 PM	DRDP	NAP	WORKFLOW	PA PITTSBURGH DRC	12/08/2004 16:45 EST, DRDP
12/08/2004 4:45 PM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
12/08/2004 4:45 PM	RADD	PENDSCR	WORKFLOW	PA DE WV VRRC	TRAN, 12/08/2004 16:45 EST, GAR 63N ACT, CLICKS ON LINE HOOL PHNS DISCON, AC AP, AT.. SAME @ NID,, OOS: N

12/08/2004 4:45 PM	REF	REF	WORKFLOW	PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1062704; 12/08/2004 16:45 EST; 02/16/2005 03:24 EST; SCREENING
12/08/2004 4:45 PM	GRAB	JP	WORKFLOW	PA PITTSBURGH DRC	GRAB
12/08/2004 4:45 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING,, SCRIPT
12/08/2004 4:45 PM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 12/08/2004 TEST RECEIVED TIME: 16:44 EST TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: OPE, attempt close out
12/08/2004 4:42 PM	RMK		WORKFLOW	PA PITTSBURGH (I)RC	WORKFLOW LINE TEST STARTED. TEST TYPE: FULLTEST.
12/08/2004 4:42 PM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	12/08/2004 16:42 EST AUTOMATIC LINE TEST SCHEDULED
12/08/2004 4:42 PM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
12/08/2004 4:42 PM	RCV		WORKFLOW	PA PITTSBURGH DRC	CAD
12/08/2004 4:42 PM	ADD	PENDSCR	WORKFLOW	PA PITTSBURGH DRC	TRAN, 12/08/2004 16:18 EST, GAR 63N ACT, CLICKS ON LINE HOOL PHNS DISCON. AC AP AT., SAME @ MID,, OOS: N

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Line History --> Trouble Report

Trouble Report #: PACW064002 **Maintenance Center:** PA PTTSBURGH DRC
Assigned User: **Reported Date/Time:** 12/07/2004 9:08 AM **Time Zone:** EST
Circuit ID/TN: 412/682/6733 **Line Status:** IE **Deny:** N **Suspend:** N **CCI Level:**
Service Info: MARINO,VINCE;3324 DAWSON ST PGH, PA 15213 **Service #:**
Class of SVC: RES **LOC:**

cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N **Enhanced SVC:** **Maint Plan:** **Port Status:** **Port Date:** **# of Subs:** 0
RSID: **AECN:** Assoc SVC: **Recent SO #:** CH664666 **Recent SO Date:** 07/15/2004 **Maint Plan in Effect:** Y
WS Code: Chronic Indicator: Y **Encore:** N **Chronic #:** 3 **Inst Repeater:** N **Maint Repeater:** Y **Billing:** N **EB:** N **COF:**
Esc. Level: 0 **Appl ID:** CAD
Reported By: **Contact:** 4126826733 **List**

Trouble Narrative: GAR 63N //SUPV TO,HEARS CLICKS,DISCON A/T,MR VRY UPSETWNTS DPO,WIL 8 HME AFTR
 12P//TRAN,CLICK,AC,AP,WMR,CHKD OPE,CLICK AT MID, 2 CBR NA

EXP	STAT	DATE/TIME	STATUS
CLD		12/08/2004 1:34 PM	

Rpt Category: CR/CUSTOMER REPORT **All Phones:** Y **All Calls:** Y
Trouble Type: TRAN/TRANSMISSION-NOISE **Out of Service:** N **Isolate:** @MIDY
Exception Code: **Adverse Comment:** N **Reg. Warning:** N
Test Results: 6 Busy, line in use, retest 1X.
Group TR #: **Last Closed Date:** 12/19/2005 **Pending TR #:** **Pending TR Rpt Cat:**
Dispatch Center: **Dispatch Location:** **Scrubber Exclude:** **Referred TR #:**
Premise ACC. From: 12:00 PM **To:** 7:30 PM **Offered Commitment:** 12/08/2004 7:30 PM **Actual Commitment:** 12/08/2004 7:30 PM
Arrival Start: **End:** **Dispatch Authorization:** Y **Charges Advised:** N
Dispatch Remarks: 0902;MR CELL

CLOSEOUT INFORMATION: **Restore Date/Time:** 12/08/2004 12:05 PM **Cust Advised Name:** **Cust TN:** **Cust Advised Date:**
SS1: **SS2:** **SS3:**

Remarks: TEST LINE MTF Disp/Trbl: 0902 Cause Analysis: 200 Tech ID: 08A Exclude: N

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Line History --> Activity Log

Trouble Report #:	PACW064002	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	12/07/2004 9:08 AM
Circuit ID/TN:	412/682/6733	Line Status:	JE
Service Info:	MARINO,YNCEJ3324 DAWSON ST PCH, PA 15213	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level:
		Service #:	
		LOC:	

Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
12/08/2004 1:34 PM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script: CLOSEDCCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [S]; 1 MESSAGE:
12/08/2004 1:34 PM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC	D: 0902 C: 200 H: CCA TEST LINE NTF
12/08/2004 1:34 PM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC	12/08/2004 12:05 EST TEST LINE NTF
12/08/2004 1:34 PM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
12/08/2004 1:34 PM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:NT; RULE SET:1-SET 1; RULE ID:COMPLETE CCA; SCRIPT MESSAGE:
12/08/2004 1:34 PM	ASORCMP		WORKFLOW	MD VCS	Script: CLOSEDCCA; SUCCESS; 1 of 1 actions expected; #3 CLD-CA [S]; 1 MESSAGE:
12/08/2004 1:34 PM	RCLD-CA	CLD	WORKFLOW	MD VCS	D: 0902 C: 200 H: CCA TEST LINE NTF
12/08/2004 1:34 PM	RCM	VF-REF	WORKFLOW	MD VCS	COMPLETED: 12/08/2004 13:34 EST
12/08/2004 1:34 PM	RRST-CA	RST-CA	WORKFLOW	MD VCS	12/08/2004 12:05 EST TEST LINE NTF
12/08/2004 1:34 PM	GRAB	IP	WORKFLOW	MD VCS	GRAB
12/08/2004 1:34 PM	AUTOSCR		WORKFLOW	MD VCS	RULE TYPE HIT:CLS; RULE SET:C-SET 1; RULE ID:CLOSEDCCA; SCRIPT
12/08/2004 1:34 PM	SDC	VFV-DO	DO	MD VCS	COMPLETION, BACCISPADEL, BACCISPADEL, CB014516, DRC, NDSNV, End of CRT: 12/08/2004 13:31 EST, Tech ID:08A, Employee Code:DOIFAS01, START: 12/08/2004 11:44 EST, RESTDRE:12/08/2004 12:05 EST, CLOSE: 12/08/2004 13:31 EST, Tech Actual Arrival Time: EST, D:0902, C:200, HANDLING:CCA TEST LINE NTF, Customer Advised Name:

							Customer Advised Date: , Customer Advised Ind: N
12/08/2004 11:44 AM	SDD	DO-DSP	DO	MD VCS			DISPATCH, BACCISPADEL, BACCISPADEL, CB014516, DRC, NDSNV, End of OCT: 2, 12/08/2004 11:44 EST, Tech ID:08A, Employee Code:PA915PAW
12/08/2004 11:43 AM	SDL	DO-PRE	DO	MD VCS			PRE-ASSIGN, BACCISPADEL, BACCISPADEL, CB014516, DRC, NDSNV, End of OCT: 2, 12/08/2004 11:43 EST, Tech ID:08A, Employee Code:PA915PAW
12/07/2004 2:45 PM	SDL	DO-PRE	DO	MD VCS			PRE-ASSIGN, BACCISPADEL, BACCISPADEL, CB014516, DRC, NDSNV, End of OCT: 2, 12/07/2004 14:45 EST, Tech ID:07A, Employee Code:PA915RAD
12/07/2004 10:40 AM	SDA	DO-FLD	DO	MD VCS			ACKNOWLEDGEMENT, BACCISPADEL, BACCISPADEL, CB014516, DRC, NDSNV, End of OCT: 2, Employee Code:WFAC-INT, HANDOFF TO WFADO SUCCESSFUL, Acknowledge:y
12/07/2004 10:40 AM	ASCRCMP		WORKFLOW	MD VCS			Script: PADISP, SUCCESS: 1 of 1 actions expected; #3 DO [S]: MESSAGE:
12/07/2004 10:40 AM	DRDP	NAP	WORKFLOW	MD VCS			12/07/2004 10:40 EST, DROP
12/07/2004 10:40 AM	DO	DO	WORKFLOW	MD VCS			12/07/2004 10:40 EST, WORKFLOW, BACCISPADEL, Z, SCRUBBER CANDIDATE: N
12/07/2004 10:40 AM	GRAB	IP	WORKFLOW	MD VCS			GRAB
12/07/2004 10:40 AM	AUTOSCR		WORKFLOW	MD VCS			RULE TYPE HIT:ADD; RULE SET:A-SET-1; RULE ID:PA DISPATCH, SCRIPT
12/07/2004 10:40 AM	AUTOSCR	AUTOSCR	WORKFLOW	MD VCS			
12/07/2004 10:40 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC			Script: VCS: SUCCESS: 2 of 2 actions expected; #3 REF [S]: #6 UPD [S]: MESSAGE:
12/07/2004 10:40 AM	DRDP	NAP	WORKFLOW	PA PITTSBURGH DRC			12/07/2004 10:40 EST, DROP
12/07/2004 10:40 AM	UPD		WORKFLOW	PA PITTSBURGH DRC			UPDATE
12/07/2004 10:40 AM	RADD	PENDSCR	WORKFLOW	MD VCS			TRAN, 12/07/2004 10:40 EST, GAR 63N //SUPV TO,HEARS CLICKS/DISCON A/T,MR VRY UPSETWNTS DPO,WTL B HME AFTR 12P//TRAN,CLICK,AC,AP,WNR,CHKD OPE,CLICK AT MID, 2 CBR NA,, OOS: N
12/07/2004 10:40 AM	REF	REF	WORKFLOW	PA PITTSBURGH DRC			REF TO: MD VCS: PAC014516; 12/07/2004 10:40 EST; 02/14/2005 21:19 EST, REF TO VCS
12/07/2004 10:40 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC			GRAB
12/07/2004 10:40 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC			RULE TYPE HIT:INT; RULE SET:1-SET 1; RULE ID:RETN FROM VRRC VCS,, SCRIPT
12/07/2004 10:40 AM	RCLD-CN	CLD	VA26357	PA DE WW			D: C: H: TW VRRC W/DPO KP CTO C HISTORY

12/07/2004 10:40 AM	RRET	VFY-REF	V426357	PA DE WV VRRC	H: IW VRRC W/DPO KP CTO C HISTORY
12/07/2004 10:40 AM	RST-CN	RST-GNA	V426357	PA DE WV VRRC	12/07/2004 10:40 EST VRRC W/DPO KP CTO C HISTORY
12/07/2004 10:36 AM	ATC	ATC	V426357	PA DE WV VRRC	MANUAL LINE TEST RECEIVED DATE: 12/07/2004 TEST RECEIVED TIME: 10:36 EST TEST TYPE: FULL TC: 0 DELPHI SHORT SUMMARY: OPE, attempt close out
12/07/2004 10:34 AM	RMK		V426357	PA DE WV VRRC	MANUAL LINE TEST STARTED, TEST TYPE: FULLX.
12/07/2004 10:31 AM	GRAB	IP	V426357	PA DE WV VRRC	GRAB
12/07/2004 9:30 AM	ASCRCMP	PP	WORKFLOW	PA DE WV VRRC	RULE TYPE: ; NO MATCH
12/07/2004 9:30 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
12/07/2004 9:30 AM	ASCRCMP		WORKFLOW	PA PITTSBURGH DRC	Script VRRC, SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; 1 MESSAGE:
12/07/2004 9:30 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	12/07/2004 09:30 EST, DROP
12/07/2004 9:30 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
12/07/2004 9:30 AM	RADD	PENDSOR	WORKFLOW	PA DE WV VRRC	TRAN, 12/07/2004 09:30 EST, GAR 63N //SJPV TO,HEARS CLICS,DISCON AT,MR VRY UPSET,WNTS DPO,WIL B HME AFTR 12P//TRAN,CLICK,ACAP,WMR,CHND OPE,CLICK AT MID, 2 CSR NA,, OOS: N
12/07/2004 9:30 AM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC: PAD1060067; 12/07/2004 09:30 EST; 02/14/2005 20:09 EST; SCREENING
12/07/2004 9:30 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB
12/07/2004 9:30 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT:ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING, SCRIPT
12/07/2004 9:30 AM	ATC	ATC	WORKFLOW	PA PITTSBURGH DRC	ATC PA PITTSBURGH DRC TEST RECEIVED DATE: 12/07/2004 TEST RECEIVED TIME: 09:29 EST TEST TYPE: FULLTEST TC: 0 DELPHI SHORT SUMMARY: OPE, attempt close out
12/07/2004 9:26 AM	RMK		WORKFLOW	PA PITTSBURGH	WORKFLOW LINE TEST STARTED, TEST TYPE: FULLTEST.

				DRC	
12/07/2004 9:26 AM	AT	AT	WORKFLOW	PA PITTSBURGH DRC	12/07/2004 09:26 EST AUTOMATIC LINE TEST SCHEDULED
12/07/2004 9:26 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
12/07/2004 9:26 AM	RCV		V313369	PA PITTSBURGH DRC	CAD
12/07/2004 9:26 AM	ADD	PENDSCR	V313369	PA PITTSBURGH DRC	TRAN, 12/07/2004 09:08 EST, GAR 63N //SUPV TO,HEARS CLICKS,DISCON A/T,MR VRY UPSETWNTS DPO,WIL B HME AFTR 12P//TRAN,CLICK,AC,AP,WMR,CHXD OPE,CLICK AT NID, 2 CBR NA,, OOS: N

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OARD

Line History --> Trouble Report

Trouble Report #:	PACW062585	Maintenance Center:	PA PTTSBURGH DRC
Assigned User:		Reported Date/Time:	12/03/2004 11:48 PM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST PGH, PA 15213	Deny:	N
Class of SVC:	RES	Suspend:	N CCI Level:
		Service #:	
		LOC:	

Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP:	Essential: N	Enhanced SVC:	Maint Plan:	Port Status:	Port Date:	# of Subs: 0
RSID:	AECN:	Assoc SVC:	Recent SO #:	CHIE6-666	Recent SO Date:	07/15/2004
WS Code:	Chronic Indicator: N	Encore: N	Chronic #:	2	Inst Repeater: N	Maint Plan in Effect: Y
Esc. Level:	0	Appl ID:	CAD	Billing:	N	EB: N
Reported By:				Contact:	0000000000	X

Trouble Narrative: RH: GAR 63 TRBL ON LINE?

EXP	STAT	DATE/TIME
CLD		12/05/2004 11:53 PM

Rpt Category:	CR/CUSTOMER REPORT	All Phones:	Y	All Calls:	Y
Trouble Type:	TRAN/TRANSMISSION-NOISE	Out of Service:	N	Isolate:	N/A
Exception Code:		Adverse Comment:	N	Req. Warning:	N
Test Results:	6 Busy, line in use, retest IX.				
Group TR #:		Last Closed Date:	12/19/2005	Pending TR #:	
Dispatch Center:		Dispatch Location:		Scrubber Exclude:	
Premise ACC. From:		To:		Offered Commitment:	12/06/2004 1:53 AM
Arrival Start:		End:		Dispatch Authorization:	N
				Actual Commitment:	12/06/2004 1:53 AM
				Charges Advised:	N

Dispatch Remarks:

CLOSEOUT INFORMATION: Restore Date/Time: 12/05/2004 11:53 PM Cust Advised Name: SS1

SS1

SS2

SS3-U

Cust TN: Cust Advised Date:

Remarks: RMV FRM HOLD - SUSP CPE - U Disp/Trbl: 0000

Cause Analysis: 000

Tech ID:

Exclude: Y

Line History --> Activity Log

Trouble Report #: PACW062585	Maintenance Center: PA PITTSBURGH DRC	Reported Date/Time: 12/03/2004 11:48 PM	Time Zone: EST
Assigned User:		Line Status: IE	Deny: N
Circuit ID/TN: 412/682/6733		Service Info: MARINO,VINCE;3324 DAWSON ST PGH, PA 15213	Suspend: N CCI Level:
Class of SVC: RES			Service #:
			LOC:

Cancel

Activity D/T	Function	Status	User ID	Center	Activity Description
12/05/2004 11:53 PM	FEC	CLD	VREPO1	PA PITTSBURGH DRC	D: 0000 C: 000 H: RMV FRM HOLD - SUSP CPE - U
12/05/2004 11:53 PM	GRAB	IP	VREPO1	PA PITTSBURGH DRC	GRAB
12/05/2004 11:53 PM	RCV		VREPO1	PA PITTSBURGH DRC	CAD
12/05/2004 11:53 PM	ADD		VREPO1	PA PITTSBURGH DRC	TRAN, 12/03/2004 23:48 EST, RH: GAR 63 TRBL ON LINEZ, OOS: N

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Line History --> Trouble Report

Trouble Report #:	PACW041540	Maintenance Center:	PA PITTSBURGH DRC
Assigned User:		Reported Date/Time:	11/15/2004 8:21 AM
Circuit ID/TN:	412/682/6733	Line Status:	IE
Service Info:	MARINO,VINCE;3324 DAWSON ST PGH, PA 15213	Deny:	N
Class of SVC:	RES	Service #:	
		LOC:	
		Suspend:	N CCI Level:

cancel

Trouble Report | **Line Record** | Line History | History Details | Activity Log | Billing

TSP:	Essential:	N	Enhanced SVC:		Maint Plan:		Port Status:		Port Date:		# of Subs:	0	
RSID:	AECN:		Assoc SVC:		Recent SO #:	CIHE64666	Recent SO Date:	07/15/2004	Maint Plan In Effect:	Y			
WS Code:	Chronic Indicator:	N	Encore:	Chronic #:	1	1st Repeater:	N	Maint Repeater:	Y	Billing:	N	EB:	N
Esc. Level:	0	Appl ID:	CAD									COF:	
Reported By:	X							Contact:	4122250017	X			

list

Trouble Narrative: GAR 63 ILLEGAL TAP ON LI HEARS BREATHING ON LI, COL. JOHN POMAZZO, MR WL RECORD ILLEGAL INTERFERENC THN TX TO AUDIO SPECIALIST ENGINEER & THN VZ WL ANS TO H

EXP	STAT	DATE/TIME
CLD		11/15/2004 11:13 AM

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y

Trouble Type: TRAN/TRANSMISSION-NOISE Out of Service: N Isolate: N/A

Exception Code: DRC/OB/DRC CALL BACK Adverse Comment: N Reg Warning: N

Test Results: 6 Busy, line in use, retest 1X.

Group TR #

Dispatch Center: PITTSBURG (BELLEVUE 749) Last Closed Date: 12/19/2005 Pending TR #: Pending TR Rpt Cat:

Premise ACC From: Dispatch Location: BILLYPABESO1 Scrubber Exclude: Referred TR #:

Arrival Start: To: Offered Commitment: 11/15/2004 7:00 PM Actual Commitment: 11/15/2004 11:00 AM

End: Dispatch Authorization: N Charges Advised: N

1201;

Dispatch Remarks

CLOSEOUT INFORMATION Restore Date/Time: 11/15/2004 11:05 AM Cust Advised Name: Cust TN: Cust Advised Date:

SS1: SS2 SS3

Disp/Tbl: 1201
Remarks: ST 20 VER 0 DTGOD TO NIO CUST HAS LT SHORT INSIDE CUST

Cause Analysis: 336

Tech ID: 268

Exclude: N

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Line History --> Activity Log

Trouble Report # : PACW041540	Maintenance Center: PA PITTSBURGH DRC
Assigned User:	Reported Date/Time: 11/15/2004 8:21 AM
Circuit ID/TN: 412/682/6733	Line Status: IE
Service Info: MARINO,VINCE;3324 DAWSON ST PGH, PA 15213	Deny: N
Class of SVC: RES	Suspend: N CCI Level:
	Service #:
	LOC:

cancel

Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
11/15/2004 11:13 AM	ASRCRMP		WORKFLOW	PA PITTSBURGH DRC		Script: CLOSEDCCA; SUCCESS; 1 of 1 actions executed; #3 CLD-CA(S); 1 MESSAGE:
11/15/2004 11:13 AM	CLD-CA	CLD	WORKFLOW	PA PITTSBURGH DRC		D: 1201 C: 336 H: CCA ST 20 VER 0 DTGDD TO NIO CUST HAS LT SHORT INSIDE CUST
11/15/2004 11:13 AM	RST-CA	RST-CA	WORKFLOW	PA PITTSBURGH DRC		11/15/2004 11:05 EST ST 20 VER 0 DTGDD TO NIO CUST HAS LT SHORT INSIDE CUST
11/15/2004 11:13 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC		GRAB
11/15/2004 11:13 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		RULE TYPE HIT:QS; RULE SET:C-SET 1; RULE ID:CLOSED CUSTOMER ADVISED; SCRIPT
11/15/2004 11:13 AM	SDC	VFY-DO	DO	PA PITTSBURGH DRC		COMPLETION, BILVPABES01, BILVPABES01, CW041540, DRC, NDSNV, End of OCT: 2, 11/15/2004 11:08 EST, Tech ID:268, Employee Code:DOIFAS02, START: 11/15/2004 09:45 EST, RESTORE:11/15/2004 11:05 EST, CLOSE: 11/15/2004 11:08 EST, Tech Actual Arrval Time: EST, D:1201, C:336, HANDLING:CCA, ST 20 VER 0 DTGDD TO NIO CUST HAS LT SHORT INSIDE CUST, Customer Advised Name: , Customer Advised Date: , Customer Advised Ind: N
11/15/2004 9:55 AM	SDD	DO-DSP	DO	PA PITTSBURGH DRC		DISPATCH, BILVPABES01, BILVPABES01, CW041540, DRC, NDSNV, End of OCT: 2, 11/15/2004 09:55 EST, Tech ID:268, Employee Code:DOIFAS05
11/15/2004 9 24 AM	SDL	DO-PRE	DO	PA PITTSBURGH DRC		PRE-ASSIGN, BILVPABES01, BILVPABES01, CW041540, DRC, NDSNV, End of OCT: 2, 11/15/2004 09:24 EST, Tech ID:268, Employee Code:PA749050

11/15/2004 8:47 AM	SDA	DO-PLD	DO	PA PTTTSBURGH DRC	ACKNOWLEDGEMENT, 8LVPABES01, 8LVPABES01, CW041540, DRC, NDSNV, End of CKT: Z, Employee Code: WFAC-INT, HANDOFF TO WFADO SUCCESSFUL, Acknowledge:Y
11/15/2004 8:47 AM	ADP	NAP	V374055	PA PTTTSBURGH DRC	11/15/2004 08:47 EST, ADP
11/15/2004 8:47 AM	DO	DO	V374055	PA PTTTSBURGH DRC	11/15/2004 08:47 EST, V374055, 8LVPABES01, Z, SCRUBBER CANDIDATE: N DPO
11/15/2004 8:47 AM	UPD		V374055	PA PTTTSBURGH DRC	UPDATE SCRUB OLD: N NEW: Y
11/15/2004 8:46 AM	ATC	ATC	V374055	PA PTTTSBURGH DRC	MANUAL LINE TEST RECEIVED DATE: 11/15/2004 TEST RECEIVED TIME: 08:46 EST TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: OE, attempt close out
11/15/2004 8:45 AM	RMK		V374055	PA PTTTSBURGH DRC	MANUAL LINE TEST STARTED. TEST TYPE: FULLX
11/15/2004 8:45 AM	GRAB	IP	V374055	PA PTTTSBURGH DRC	GRAB
11/15/2004 8:28 AM	ASORCHP		WORKFLOW	PA PTTTSBURGH DRC	Script: DRCCB; SUCCESS; 2 of 2 actions expected; #3 RMK [S]: #6 UPD [S]: MESSAGE:
11/15/2004 8:28 AM	DROP	AP	WORKFLOW	PA PTTTSBURGH DRC	11/15/2004 08:28 EST, DROP
11/15/2004 8:28 AM	UPD		WORKFLOW	PA PTTTSBURGH DRC	UPDATE
11/15/2004 8:28 AM	RMK		WORKFLOW	PA PTTTSBURGH DRC	DRC CALLBACK
11/15/2004 8:28 AM	GRAB	IP	WORKFLOW	PA PTTTSBURGH DRC	GRAB
11/15/2004 8:28 AM	AUTOSCR		WORKFLOW	PA PTTTSBURGH DRC	RULE TYPE HIT: EXC, RULE SET: E-SET 1, RULE ID: Priority=7, Criteria= EXCEPTION, SCRIPT
11/15/2004 8:28 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PTTTSBURGH DRC	
11/15/2004 8:28 AM	RCV		V373442	PA PTTTSBURGH	CAD

				DRC	
11/15/2004 8:28 AM	ADD	PENDSCR	V373442	PA PITTSBURGH DRC	TRAN, 11/15/2004 08:21 EST, GAR 63 ILLEGAL TAP ON LI HEARS BREATHING ON LI COL JOHN POMAZZO, MR WL RECORD ILLEGAL INTERFERNC THN TK TO AUDIO SPECIALIST ENGINEER & THN VZ WL ANS TO H, OOS: N

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Line History --> HISTORY Results

Search Type: TN/SPECIAL CIRCUIT ID		DPA:			
Telephone #:	4126826733	Extension:		Telephone #:	
PFX:		SVC/MOD:		Serial # / SFX:	
Extension:		Company:		Segment:	
Group Access Code:		Region:			

Cancel

Line History | History Details

1 09-28-04 0744P ***TTT*** TN 4126826733 DPA 0 RSB 053 UNIT 05300012

MAIN = . . . CS = RES S-C= 1FR OE=02035-00020-63
 BLG=671 NPA=412 CABLE= 8 PAIR=0028 PP-CODE=
 LN MARINO VINCE
 SA 3324 DAWSON ST,PGH/ID
 LOC
 0.TH-KEY=08-16-04 354P 1.TH-KEY=05-30-04 851A 2.TH-KEY=05-30-04 851A
 COTYPE=C NMXID=412621 RRT=53014 CLEARED=09-28-04 0729P
 DISPT #SUB=000
 FL1=0 FL2=650 FL3=0 TYP=300 DIS=1201 CAS=200
 TROUBLE REPORTS AND STATUSES
 01 DTR=09-27-04 0451P COM=09-28-04 0400P RSA=965
 CALLED-NO-132-402-4464 CATEGORY=1 VER=B3 CVER=
 NAR TRAN GAR 63N HOOL CROSS LOL TAP?? REQ. LINE CHKD WMR 2ND CBR
 NAR A 1200P B 4122250017 CELL 4126826733
 02 DATE&TIME=09-27-04 0451P EC=965 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=B3
 03 DATE&TIME=09-27-04 0452P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=B3
 NAR 053AVB3C4,S,7E10SN
 04 DATE&TIME=09-27-04 0452P EC=299 STATUS=PSH RTE=00000298 WP=SCR RSLT-CDE=900
 NAR MAX RETEST
 05 DATE&TIME=09-27-04 0500P EC=298 STATUS=PSH RTE=00000100 WP=SCR RSLT-CDE=900
 NAR VER=61 NEEDS MANUAL RETEST.
 06 DATE&TIME=09-27-04 0502P EC=219 STATUS=TST RTE=00000299 WP=TST RSLT-CDE=900
 NAR VRRC WRKNG TICKT

<!--StartFragment-->07 DATE&TIME=09-27-04 0508P EC=219 STATUS=PDO RTE=00000997 WP=TST RSLT-CDE=900
NAR HOOL,REQ LN TAP CHK,MVC Y
08 DATE&TIME=09-27-04 0518P EC=219 STATUS=PDO RTE=00000219 WP=NWP RSLT-CDE=900
NAR HOOL,REQ LN TAP CHK,MVC Y
09 DATE&TIME=09-27-04 0518P EC=037 STATUS=PRD RTE=00000381 WP=NWP RSLT-CDE=
NAR PREASSIGNED FOR WORK TODAY 09-28-04 0406P
10 DATE&TIME=09-27-04 0518P EC=899 STATUS=DPO RTE=00000381 WP=NWP RSLT-CDF=
NAR JOB DISPATCHED BY DO 09-28-04 0548P
11 DATE&TIME=09-28-04 0544P EC=899 STATUS=DPO RTE=00000381 WP=DO RSLT-CDE=
NAR DO-PROVIDED DISPATCH START TIME
12 DATE&TIME=09-28-04 0729P EC=381 STATUS=CCA RTE=00000899 WP=CRO RSLT-CDE=
NAR (OVR) HOOL,REQ LN TAP CHK,MVC Y
13 DATE&TIME=09-28-04 0729P EC=899 STATUS=CLO RTE=00000899 WP=NWP RSLT-CDE=
NAR ST 18 VER 0 CUS NA LFT CD ALL TOK NIO
<!--EndFragment ->

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Line History --> HISTORY Results

Search Type: TV/SPECIAL CIRCUIT ID		DPA:			
Telephone #:	4126826733	Extension:		Telephone #:	
PFX:		SVC/MOD:		Extension:	
PFX:		SVC/MOD:		Company:	
				Segment:	
				Group Access Code:	
				Region:	

Cancel

Line History History Details

1 03-08-04 0523P ***TH*** TN 4126826733 DPA 0 RSB 053 UNIT 05300012

MAIN = - - CS = RES S-C= 1FR OE=02035-00020-63
BLG=621 NPA=412 CABLE= 8 PAIR=0028 PP-CODE=

LN MARINO,VINCE
SA 3324 DAWSON ST,PSH/D

LOC

0.TH-KEY=01-02-04 626P 1.TH-KEY=01-02-04 246P 2.TH-KEY=11-07-03 301P
COTYPE=C NNKID=412621 RRT=53014 CLEARED=03-08-04 0500P

DISPT #SUB=000
FL1=0 FL2=666 FL3=0

TRUBLE REPORTS AND STATUSES
TYP=300 DIS=0902 CAS=336

01 DTR=03-06-04 0553P COM=03-08-04 0700P RSA=965
CALLED NO=132-304-0916 CATEGORY=1 VER=86 CVER=

NAR TRAN GAR 63N A* ACTUAL CLOCKS@NIO, WMR, WL B HOME
NAR A B MR 4122250017

02 DATETIME=03-06-04 0553P EC=965 STATUS=PSM RTE=00000000 WP=NWP RSLT-CDE=LU
03 DATETIME=03-06-04 0556P EC=299 STATUS=PSH RTE=00000299 WP=NWP RSLT-CDE=86

NAR 053AVB6C4.5.7E105N
04 DATETIME=03-06-04 0556P EC=299 STATUS=PSH RTE=00000298 WP=SCR RSLT-CDE=900
NAR MAX RETEST

05 DATETIME=03-06-04 0600P EC=216 STATUS=TST RTE=00000299 WP=TST RSLT-CDE=900
NAR VRRC WRKG TXT

06 DATETIME=03-06-04 0600P EC=216 STATUS=TST RTE=00000299 WP=TST RSLT-CDE=900
NAR VRRC WRKG TXT

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Line History --> Trouble Report

Trouble Report #: PACWA74955 Maintenance Center: PA PITTSBURGH DWA
 Assigned User: Reported Date/Time: 12/29/2005 8:00 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PGH, PA 15213 Service #:
 Class of SVC: RES LOC:
 Cancel

Trouble Report | Line Record | Line History | History Details | Activity Log | Billing

TSP: Essential: N Enhanced SVC: Maint Plan: Port Status: Port Date: # of Subs: 0
 RSD: AECN: Assoc SVC: Recent SD #: Recent SO Date: 11/28/2005 Maint Plan in Effect: Y
 WS Code: Chronic Indicator: Y Excode: Chronic # 13 1st Repeater: N Maint Repeater: Y Billing: N EB: N COF:
 For Lead: 0 49110 VREPAIR
 Reported by: JOHN EDINGER X Contact: 4126826733 X

Trouble Narrative: VERIFY SERVICE PER SUPERVISOR J. LEEB

EXP/STAT	DATE/TIME	STATUS
CLD	12/29/2005 11:27 AM	

Rpt Category: CR/CUSTOMER REPORT All Phones: Y All Calls: Y
 Trouble Type: MISC/NDIS: SIMULTANEOUS TROUBLE Out of Service: N Isolate: N/A
 Exception Code: Advise Comment: N Req. Warn msg: N
 Test Results: D CPE; afterpt issue out
 Group TR#: Last Closed Date: 02/01/2006 Periodic TR #: Pending IR Rpt Cat:
 Dispatch Center: PITTSBURGH (BELLEVUE 749) Dispatch Location: BLVPAHES01 Scrubber Exclud: Relinev IR #:
 Premier ACC Team: To: Offered Commitment: 12/30/2005 7:00 PM Actual Commitment: 12/30/2005 7:00 PM
 Arrival Start: End: **DO NOT OPEN** Charges Advised: N
 Dispatch Remarks: 04111
 SEP 0 6 2005

Customer Info: Customer Name: Customer Category: 12/29/2005 11:27 AM Cost Advised Name: SS7
 Cost TN: Cost Advised Date: SS3

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EXHIBIT
 VERIZON 3
 PGH/C-20055656
 6-13-06 KLC

Remarks: GD AT NID	Prov: CHL 0000	Case: Analy: 000	Type: ID	Entity: Y
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Line History --> Activity Log

Trouble Report #: PACW474955 Maintenance Center: PA PITTSBURGH DRC
 Assigned User: Reported Date/Time: 12/29/2005 8:00 AM Time Zone: EST
 Circuit ID/TN: 412/682/6733 Line Status: IE Deny: N Suspend: N CCI Level: RED
 Service Info: MARINO,VINCE;3324 DAWSON ST PCH, PA 15213 Service #:
 Class of SVC: RES LOC:

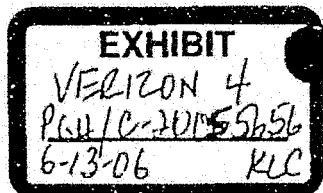
Trouble Report	Line Record	Line History	History Details	Activity Log	Billing	Activity Description
12/29/2005 11:27 AM	CLD-CA	CLD	V303795	PA PITTSBURGH DRC		D: 0000 C: 000 H: GD AT NID
12/29/2005 11:27 AM	RST-CA	RST-CA	V303795	PA PITTSBURGH DRC		12/29/2005 11:27 EST GD AT NID
12/29/2005 11:22 AM	GRAB	IP	V303795	PA PITTSBURGH DRC		GRAB
12/29/2005 11:22 AM	ATC	ATC	V303795	PA PITTSBURGH DRC		MANUAL LINE TEST RECEIVED DATE: 12/29/2005 TEST RECEIVED TIME: 11:22 EST TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: TEST OK, CHK NID/OP, let flow.
12/29/2005 11:17 AM	RMK		V303795	PA PITTSBURGH DRC		MANUAL LINE TEST STARTED TEST TYPE: FULLX.
12/29/2005 11:13 AM	ATC	ATC	V303795	PA PITTSBURGH DRC		MANUAL LINE TEST RECEIVED DATE: 12/29/2005 TEST RECEIVED TIME: 11:13 EST TEST TYPE: FULLX TC: 0 DELPHI SHORT SUMMARY: Test OK, CHK NID/OP, let flow.
12/29/2005 11:10 AM	RMK		V303795	PA PITTSBURGH DRC		MANUAL LINE TEST STARTED TEST TYPE: FULLX.
12/29/2005 11:06 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC		AUTOSCR: CAN NOT DEFAULT CLOSEOUT VALUES FOR RESTORE/CLOSE AS MULTIPLE CLOSEOUTS EXIST FOR THE TROUBLE IN DISPATCH/COMPLETION. RESTORE/CLOSE RULES NOT EVALUATED
12/29/2005 11:06 AM	SDC	VFV-DO	DO	PA PITTSBURGH		COMPLETION, BLVPAES01, BLVPAES01, CM474955, DRC, HD5NY, End of CK1 Z, 12/29/2005 10:55 EST, Tech ID:RLS, Employee Code DOIFAS01, START: 12/29/2005 08:00 EST, RESTORE:12/29/2005 10:45 EST, CLOSE: 12/29/2005 10:55 EST, Tech Actual Arrival Time: ,

12/29/2005 8:59 AM	ASCRCMP				DRC	D: 0411, C:336, HANDLING-CA, ST 65 VER XX 0411 CABLE - AER VERIFY CA PR W SUP 8 CUST TST, Cust Advised Name: , Cust Advised Date: , Cust Advised Ind: N, ST 65 VER XX 0411 CABLE - AER VERIFY CA PR W SUP 8 CUST TST
12/29/2005 8:59 AM	ASCRCMP				PA PITTSBURGH DRC	Script: CLOSEDCA, FAILURE: 0 of 1 actions expected; #3 CLO-CA [F]: 1 MESSAGE: DO-DSP is not a valid status for this function
12/29/2005 8:59 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	12/29/2005 08:59 EST, DROP	
12/29/2005 8:59 AM	GRAB	IP	WORKFLOW	PA PITTSBURGH DRC	GRAB	
12/29/2005 8:59 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE HIT: HIT; RULE SET: SET 2; RULE ID: COMPLETE CCA; SCRIPT	
12/29/2005 8:59 AM	RCLO-CA	QID	V372678	PA DE WV VRRC	D: 0000 C: 000 H: CCA VRRC VRPD FEAT OK IN SVC	
12/29/2005 8:59 AM	KLM	WTR-RTF	V372678	PA DE WV VRRC	COMPLETED: 12/29/2005 08:59 EST	
12/29/2005 8:59 AM	RST-CA	RST-CA	V372678	PA DE WV VRRC	12/29/2005 08:59 EST VRRC VRPD FEAT OK IN SVC	
12/29/2005 8:34 AM	GRAB	IP	V372678	PA DE WV VRRC	GRAB	
12/29/2005 8:22 AM	SDD	DO-059	DO	PA PITTSBURGH DRC	DISPATCH, BLVPA0ES01, BLVPA0ES01, CW474955, DRC, NDSNV, End of OCT: 2, 12/29/2005 08:22 EST, Tech ID: RLS, Employee Code: DOJFAS01	
12/29/2005 8:14 AM	SOL	UX-PRE	DO	PA PITTSBURGH DRC	PRE-ASSIGN, BLVPA0ES01, BLVPA0ES01, CW474955, DRC, NDSNV, End of OCT: 2, 12/29/2005 08:14 EST, Tech ID: RLS, Employee Code: PA749586	
12/29/2005 8:01 AM	SDA	DO-FLD	DO	PA PITTSBURGH DRC	ACKNOWLEDGEMENT, BLVPA0ES01, BLVPA0ES01, CW474955, DRC, NDSNV, End of OCT: 2, Employee Code: WFAC-INT, Acknowledge: Y, HANDOFF TO WFADO SUCCESSFUL	
12/29/2005 8:01 AM	ADP	NAP	V472222	PA PITTSBURGH DRC	12/29/2005 08:01 EST, ADP	
12/29/2005 8:01 AM	DO	DO	V472222	PA PITTSBURGH DRC	12/29/2005 08:01 EST, V472222, BLVPA0ES01, 2, SCHUBBER CANDIDATE: N	
12/29/2005 8:00 AM	GRAB	IP	V472222	PA PITTSBURGH DRC	GRAB	
12/29/2005 8:00 AM	ASCRCMP	IP	WORKFLOW	PA DE WV	RULE TYPE: NO MATCH	

12/29/2005 8:00 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA DE WV VRRC	
12/29/2005 8:00 AM	ASORCMP		WORKFLOW	PA PITTSBURGH DRC	Script: VRRC; SUCCESS; 2 of 2 actions expected; #3 REF [S]; #6 UPD [S]; MESSAGE.
12/29/2005 8:00 AM	DROP	NAP	WORKFLOW	PA PITTSBURGH DRC	12/29/2005 08:00 EST; DROP
12/29/2005 8:00 AM	UPD		WORKFLOW	PA PITTSBURGH DRC	UPDATE
12/29/2005 8:00 AM	RAADD	PENDSCR	WORKFLOW	PA DE WV VRRC	MISC; 12/29/2005 08:00 EST; VERIFY SERVICE PER SUPERVISOR J. LEB; OOS: N
12/29/2005 8:00 AM	REF	REF	WORKFLOW	PA PITTSBURGH DRC	REF TO: PA DE WV VRRC; PAD1557917; 12/29/2005 08:00 EST; 03/08/2006 18:39 EST; DESTINATION: ; END: ; CTR TYPE: ; WORK TYPE: ; SCREENING
12/29/2005 8:00 AM	GRAB	SP	WORKFLOW	PA PITTSBURGH DRC	GRAB
12/29/2005 8:00 AM	AUTOSCR		WORKFLOW	PA PITTSBURGH DRC	RULE TYPE:HT;ADD; RULE SET:A-SET 1; RULE ID:DEFAULT SCREENING;; SCRIPT
12/29/2005 8:00 AM	AUTOSCR	AUTOSCR	WORKFLOW	PA PITTSBURGH DRC	
12/29/2005 8:00 AM	STAT		Y472222	PA PITTSBURGH DRC	STATUS DUE AT: 12/29/2005 10:00 EST
12/29/2005 8:00 AM	ADD	PENUSCR	Y472222	PA PITTSBURGH DRC	MISC; 12/29/2005 08:00 EST; VERIFY SERVICE PER SUPERVISOR J. LEB; OOS: N



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3M™ Dynatel™ Subscriber Loop Analyzer

The 965DSP analyzer is a microprocessor-controlled integrated test set that provides fullfeatured POTS, wideband and DSL-specific testing. The functions include fault location and repair verification on twisted-pair and drop cables (utilizing capacitance bridge, resistance bridge and Time Domain Reflectometer (TDR) functions).

The 965DSP analyzer executes a wide range of individual tests, or performs automatic test routines to categorize and sectionalize problems. The hand-held set is housed in a lightweight, ergonomically designed case for portability and ease of handling. It is weather-resistant and weighs only 4.3 pounds (1.95 kg) with battery, test leads and soft case.

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Specifications Product Documentation

Image	Product	Description	UPC
	3M™ COMBO SUBSCRIBER LOOP ANALYZER W/O TDR /FAR END DEVICE II W/BED OF NAILS 965DSP-B/1343	The Dynatel™ 965DSP Subscriber Loop Analyzer executes a wide range of individual tests, or performs automatic test routines to categorize and sectionalize problems.	000511388
	3M™ COMBO SUBSCRIBER LOOP ANALYZER/TDR/FAR END DEVICE II W/BED OF NAILS 965DSP/TDR/1343	The Dynatel™ 965DSP Subscriber Loop Analyzer executes a wide range of individual tests, or performs automatic test routines to categorize and sectionalize problems.	000511388
	3M™ SUBSCRIBER LOOP ANALYZER 965DSP-A/TDR/WB	The Dynatel™ 965DSP Subscriber Loop Analyzer executes a wide range of individual tests, or performs automatic test routines to categorize and sectionalize problems.	000511385
	3M™ SUBSCRIBER LOOP ANALYZER W/OUT TDR	The Dynatel™ 965DSP Subscriber Loop	000511385

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965DSP-B

Analyzer executes a wide range of individual tests, or performs automatic test routines to categorize and sectionalize problems.

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