

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 10/11/06
8. DOCKET NO: C-20066953	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HEFFNER, JEROME FOR HELEN M FULLARD

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT ON AUG 17, 2006, WITHOUT ANY NOTIFICATION, VERIZON TOOK BACK TELEPHONE NUMBER OF HELEN M FULLARD WHICH PREVENTED ANY INCOMING CALLS. COMPLAINANT STATES ANYONE THAT CALLED HER RECEIVED A MESSAGE THAT THIS PHONE HAD BEEN DISCONNECTED. COMPLAINANT STATES ON OR ABOUT SEPT 06 VERIZON ASSIGNED THE NUMBER TO A WOMAN IN PINEDALE WHO HAS COMPLAINED TO VERIZON ABOUT HARASSING PHONE CALLS.

DOCKETED

JUL 17 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2005 OCT 11 PM 9:05
SECRET

Please print or type.

C-20066953

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name JEROME C. HEFFNER "EFAL" FOR Helen M Fullard

Street/P.O. Box 6415 LANNVIEW ROAD Apt # _____

City PITTSBURGH State PA Zip 15217-3014

County ALLEGHENY

Area Code/HOME Phone 412-422-8112

Area Code/WORK Phone 1-877-877-2269 EXT. 5332 OR 5321

Utility Account Number _____
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name HELEN M. FULLARD (724) 929-4408

Street/P.O. Box 500 BLIND LANE APT #207

City BELLE VERNON State PA Zip 15012

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: VERIZON

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other.
(explain) IMPROPERLY TOOK BACK A TELEPHONE NUMBER WHICH HAD BEEN PORTED TO COMCAST
B. State the facts of your complaint. ON OR ABOUT APRIL, 2006

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

ON AUGUST 17, 2006, WITHOUT ANY NOTIFICATION, VERIZON TOOK BACK TELEPHONE NUMBER 724-929-4408 WHICH PREVENTED ANY INCOMING CALLS TO MY MOTHER-IN-LAW HELEN M. FULLARD. ANY ONE CALLING HER RECEIVED A MESSAGE THAT THE TELEPHONE NUMBER WAS DISCONNECTED. ON OR ABOUT SEPTEMBER 1, 2006, VERIZON ASSIGNED THE NUMBER RELIEF TO A WOMAN IN PINE DALE, PA. WHO HAD COMPLAINED TO VERIZON ABOUT HARASSING TELEPHONE CALLS.

5. What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space. INVESTIGATE THE FOLLOWING FACTS

HOW WAS VERIZON ABLE TO TAKE BACK A NUMBER, WITH NO NOTIFICATION TO ANYONE, WHICH HAD BEEN PROPERLY PORTED?
WHY DID VERIZON DO IT?
WAS THIS A FORM OF REVENGE ON A PRIOR VERIZON CUSTOMER?
WHAT FCC AND PUC REGULATIONS WERE VIOLATED BY THEIR ACTIONS WITH THIS TELEPHONE NUMBER?
TAKE APPROPRIATE ACTION TO PREVENT IT FROM HAPPENING AGAIN.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:
I JEROME C. HEFFNER, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Jerome C. Heffner
(Signature)

10-8-2006
(Date)

9. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name N/A

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. **FILING**

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
----------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------

Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: October 17, 2006

C-20066953

LEIGH A. HYER
VERIZON PENNSYLVANIA INC
FLOOR 10W
1717 ARCH ST
PHILADELPHIA PA 19103

Dear Ms. Hyer:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JEROME C HEFFNER FOR HELEN M FULLARD. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

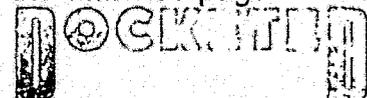
CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.



OCT 17 2006

October 17, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

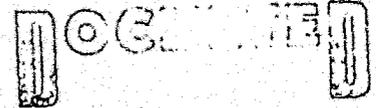
Very truly yours,

James J. McNulty
Secretary

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 17, 2006



JEROME C HEFFNER FOR HELEN M
FULLARD

Complainant

v.

Complaint Docket
No: C-20066953

VERIZON PENNSYLVANIA, INC.

Respondent

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: VERIZON PENNSYLVANIA, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

Buchanan Ingersoll & Rooney PC
Attorneys & Government Relations Professionals

Margaret A. Morris
215 665 5339
margaret.morris@bipc.com

1835 Market Street, 14th floor
Philadelphia, Pennsylvania 19103-2985

T 215 665 8700
F 215 665 8760

www.buchananingersoll.com

ORIGINAL

November 6, 2006

VIA HAND DELIVERY

Mr. James J. McNulty, Esquire
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
P.O. Box 3265
Harrisburg, PA 17105

SECRETARY'S BUREAU

NOV 6 11 31 AM

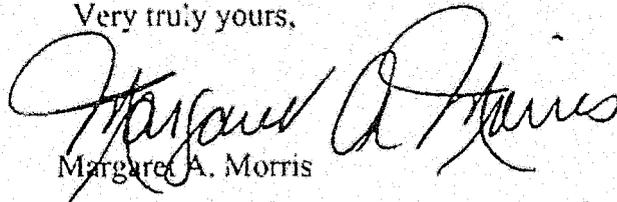
Re: **Docket No. C-20066953**
Jerome C. Heffner for Helen M. Fullard v. Verizon Pennsylvania, Inc.
Answer

Dear Secretary McNulty:

Enclosed for filing, please find an original and three copies of the Answer of Verizon Pennsylvania, Inc. in the above-captioned proceeding.

As indicated on the certificate of service, a copy has been served upon the Complainant.

Very truly yours,


Margaret A. Morris

BTL

Enclosure

cc: Jerome C. Heffner for Helen Fullard

DOCUMENT
FOLDER
DOCKETED
NOV - 7 2006

54

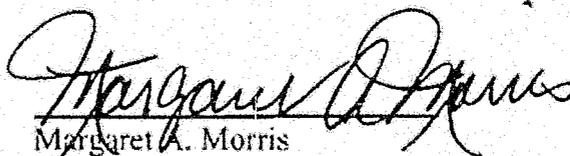
2001318
#2001318.v1

RE: Docket No. C-20066953
Jerome C. Heffner for Helen M. Fullard v
Verizon PA Inc.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following persons on the attached service list, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant).

Via First Class Mail
Jerome C. Heffner for Helen M. Fullard
6415 Landview Road
Pittsburgh PA 15217-3014



Margaret A. Morris
Attorney I.D. No. 75048
Buchanan Ingersoll & Rooney PC
1835 Market Street, 14th Floor
Philadelphia, PA 19103-2985
215-665-5330 (office)
215-665-8760 (fax)
margaret.morris@bipc.com

Date: November 6, 2006

Counsel for Verizon Pennsylvania Inc.

20061106-6 PM 3:14
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

2005 NOV -6 PM 3:14
SECRETARY'S BUREAU

JEROME C. HEFFNER
FOR HELEN M. FULLARD

Complainant

v.

Docket No. C-20066953

VERIZON PENNSYLVANIA INC.

Respondent

ANSWER OF VERIZON PENNSYLVANIA INC.
TO THE COMPLAINT OF JEROME C. HEFFNER FOR HELEN M. FULLARD

Verizon Pennsylvania Inc. ("Respondent"), by and through its attorney, Buchanan Ingersoll & Rooney, PC, hereby submits its Answer to the Complaint filed by Jerome C. Heffner for Helen M. Fullard ("Complainant"). In support thereof, Respondent avers and represents as follows

1. Admitted upon information supplied by Complainant.
2. Admitted that Respondent's name is Verizon Pennsylvania Inc.
3. Admitted.
4. Respondent denies that it "took back" a previously assigned telephone number.

Respondent denies that it acted improperly when it processed the order from Comcast, Complainant's CLEC, to disconnect the telephone number. Respondent admits that as a result of the telephone number being released to Respondent, the Complainant could have experienced

difficulty receiving incoming calls. Respondent admits that it temporarily assigned the telephone number to a "woman in Pinedale, PA".

The industry utilizes a third party vendor, Neustar, to administer Local Number Portability requests via the Number Portability Administration Center ("NPAC") data base. All incumbent and competitive local exchange carriers ("ILEC" and "CLEC", respectively) must advise the NPAC when a telephone number is being ported between service providers. The ILECs and CLECs enter these requests into the NPAC administrative system. Upon completion of the porting request, Neustar sends a broadcast message to all ILECs and CLECs notifying the service providers of the porting changes so that both the ILECs and CLECs can make any needed changes in their equipment for the routing of calls to the particular telephone number. A copy of the Network Service Staff Mechanized Provisioning Bulletin dated December 23, 1997 is attached to this Answer as Exhibit 1.

A copy of the NPAC system records for the Complainant is attached to this Answer as Exhibit 2. Page 1 of Exhibit 2 reflects that on March 9, 2006, Comcast entered a request that Respondent release and port telephone number 724-929-4408 to Comcast effective March 22, 2006. On March 9, 2006, Respondent made entries to port the telephone number to Comcast effective March 22, 2006. That same day the telephone number 724-929-4408 was ported to Comcast. Page 2 of Exhibit 2 also reflects that on March 29, 2006, Comcast entered a request to disconnect telephone number 724-929-4408 on April 19, 2006 but to hold the telephone number for Comcast until May 19, 2006. The telephone number should have been released to Respondent after the May 19, 2006 release date. However, Neustar did not send the broadcast message until August 16, 2006 so that releasing the telephone number to Respondent did not occur until August 16, 2006. Respondent's practice is not to release a disconnected residential

number for a period of ninety (90) days. However, the ninety days in this particular circumstance would have begun as of the May 19, 2006 date so that the number would have been reassigned late August 2006.

On August 16, 2006, Respondent received and processed mechanized Purchase Order # 5607349 from Comcast to disconnect the Comcast account which was established to provide a directory listing for Helen Fullard. The Purchase Order was completed on August 17, 2006. A copy of the service order is attached as Exhibit 3. Comcast contacted Respondent via e-mail on August 28, 2006 and requested that the telephone number be reconnected since it "was disconnected in error". Respondent agreed to release the telephone number to Comcast effective August 30, 2006 and made the appropriate entries in the NPAC system. Respondent responded to Comcast's request via e-mail on August 29, 2006. A copy of the e-mail to and from Comcast is attached as Exhibit 4.

The repair records reflect that 3 miscellaneous customer reports were all closed on the initial call after referring the customer to the CLEC. As a result of releasing the telephone number to Respondent, the Complainant could have experienced difficulty receiving incoming calls. A copy of the repair notes are attached as Exhibit 5.

Respondent admits that it assigned telephone number 727-929-4408 to Nancy Stimmel of Pinedale, Pennsylvania on August 30, 2006. However, Respondent's Telephone Number Assignment Center was not aware that Respondent had ported telephone number 727-929-4408 to Comcast and therefore unavailable to be assigned to Ms. Stimmel. The NPAC system information did not download to Respondent's mechanized system until the following day, August 31, 2006. Ms. Stimmel's telephone number was subsequently changed on September 19, 2006.

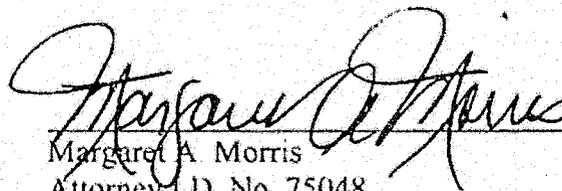
In summary, Respondent denies that it "improperly took back a telephone number which had been ported to Comcast". Rather, Respondent's actions were consistent with industry practices. Complainant's problems were the result of actions taken by her CLEC, Comcast.

5. Complainant requests that the Commission investigate certain facts. As stated in Paragraph 4 above, Respondent did not "take back" a properly ported number. Respondent's actions were consistent with industry practice. No violation of state law or Commission regulations occurred. The Complainant's problems were the result of an error from Comcast, her CLEC.

6. Respondent admits that the Complainant has contacted the company.

WHEREFORE, for the foregoing reasons, Verizon Pennsylvania Inc. denies that Jerome C. Heffner for Helen M. Fullard is entitled to the relief requested in accordance with the Respondent's response to Paragraphs 4 and 5. Verizon Pennsylvania Inc. respectfully requests that the Formal Complaint filed by Jerome C. Heffner for Helen M. Fullard at Docket No. C-20066953, be dismissed or denied in its entirety.

Respectfully submitted,



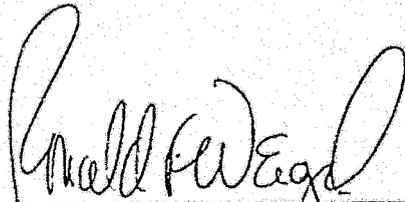
Margaret A. Morris
Attorney I.D. No. 75048
1835 Market Street
14th Floor
Philadelphia, PA 19103-2985
215-665-5330 (voice)
215-665-8760 (fax)
margaret.morris@bipc.com

Date: November 6, 2006

Counsel for Verizon Pennsylvania Inc.

AFFIDAVIT

I, RONALD F. WEIGEL, Director – Government Relations of Verizon Pennsylvania, am authorized to make this affidavit on its behalf, and I verify that the information provided in the foregoing document(s) is true and correct to the best of my knowledge, information and belief. I understand that false statements therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.



RONALD F. WEIGEL
Director – Government Relations

EXHIBIT 1

NETWORK SERVICE STAFF MECHANIZED PROVISIONING BULLETIN # 129729

BELL ATLANTIC

NETWORK SERVICE STAFF MECHANIZED PROVISIONING BULLETIN # 129729 BA-NJ, PA/DS, WVA, MD, VA, WA

SUBJECT: SOA OVERVIEW DATE: 12/23/97

FILE: SOA_OVERVIEW.DOC

DISTRIBUTE TO: Managers/Asst. Managers MLAC
Mechanized Provisioning Staff BA-
NJ,PA/DS,MD,WA,VA,WVA
Managers/Asst. Managers FOM (FACS Hotline Support)
Field Technical Support Group

AUTHOR: Art Blood, Jr.
Asst. Staff Mgr. - Service Provisioning Center (SPC)
(973) 649-5174

CONTRIBUTOR Virginia Price

EFFECTIVE: Upon Receipt
MD / WA / VA / WVA
PA/DS
NJ

APPROVED SIGNATURE: W. E. Barnes, JR
DATE: December 23, 1997

Bell Atlantic - New Jersey Bell Specific

Bell Atlantic - Pennsylvania/Diamond State Specific

Bell Atlantic - Maryland, Virginia, W. Virginia, Wash. DC Specific

SOA OVERVIEW

Bell Atlantic is required, by the Telecommunications Act of 1996, to provide Local Number Portability (LNP). The Federal Communications Commission's LNP requirement specifies that end-users must be able to retain their telephone numbers when changing local exchange service providers. This includes TNs that are moving (ported) from an Incumbent Local Exchange Carrier (ILEC) to a Certified Local Exchange Carrier (CLEC) and also TNs that are moving (ported) to an ILEC from a CLEC. Bell Atlantic is considered the ILEC in the Mid-Atlantic and Northeast regions. All other carriers in the Bell Atlantic Region that are certified to provide local exchange service are considered CLECs.

A 3rd party vendor, the Number Portability Administration Center (NPAC), will be used to pass LNP data and requests among the Local Exchange Carriers. The NPAC (Lockheed Martin in the BA region) will administer LNP requests and store records in an administrative data base. Local Exchange Carriers (ILECS and CLECS) must advise the NPAC when TNs are being ported between service providers. In Bell Atlantic, changes to service order writing procedures (i.e. new LNP fids and tags) and enhancements to the existing Operating Systems will allow Bell Atlantic to recognize and correctly provision LNP involved orders. A new Service Order Activation (SOA) system will be used to provide the LNP related data to the NPAC. Also, a new SOAC/SOA interface will be used to provide SOA the service order information needed by the NPAC.

This bulletin only describes the SOA application and the systems with which it interfaces. Although Local Number Portability (LNP) impacts more than just SOA (i.e. LFACS), these system impacts will be described in a future bulletin.

SOAC/SOA

PROCESSING:

The SOAC/SOA interface is the way SOA receives the service order information needed by the NPAC. The NPAC must be advised when a TN is being passed to another service provider (inter-service provider port of TN), a TN is being ported to another switch by the current service provider (intra-service provider port), or a ported TN is being taken out of service.

SOAC involvement detection and any subsequent processing for the SOAC/SOA interface will occur in the Assigning SOAC. Upon receipt of a service order, SOAC processing will determine, based on the appearance of new LNP fids, whether the service order is SOA involved. Messages will be routed to the SOA system for a wire center that SOAC determines to be SOA-converted (i.e. the SOAC/SOA interface has been activated for the wire center).

The Assigning SOAC will send pre-completion, correction, and cancellation messages to SOA. SOA will provide a positive or negative acknowledgment back to SOAC on all passes. SOAC processing associated with other systems will not be affected by the responses from SOA. SOAC does not record the status of the SOA acknowledgments, however, existing SOAC inquiries will reflect whether messages have been sent to SOA.

SOAC MANUAL

TRANSACTIONS:

The SOAC/SOA interface includes support for manual transactions.

AST SO - if this transaction is executed and SOA involvement is determined or has been previously determined, a message will be generated as if the order had been received from the SOP. SOAC, however, will perform differencing between the prior and current pass to determine if a change has occurred that impacts SOA. If all SOA involved information is the same, no message will be sent to SOA.

CAN S0 - if a cancellation transaction is executed for a service order for which SOA involvement has been previously determined, a message is sent to SOA as if the cancellation had been received from the SOP.

**SOAC MANUAL
TRANSACTIONS
CONT'D:**

CMP SO - if a Complete SO transaction is executed for a SOA involved order, no completion message is created for SOA.

DEL SO - if a DEL SO transaction is executed for a SOA involved order, a cancellation message is created for SOA.

BULK SOA Resend - The bulk SOA resend transaction allows the messages for specified service order(s) to be resent to SOA while the order is in a pending state in SOAC. Bulk re-sends will be coordinated through the FOMS group.

INQUIRY

TRANSACTIONS: "INQ SO" and "INQ GLSO" will include information that a message has been sent to SOA. If a message was sent to SOA, the event "SOA MESSAGE SENT" will be displayed along with the date, time, and wire center involved. The "INQ SO" and "INQ GLSO" status screens will also indicate SOA involvement. See attachments for exhibits.

MLAC ISSUES: SOA specific errors and notifiers will be routed back to the originator of the order for resolution. There will be no need for MLAC involvement to resolve SOA specific RMAs. SOAC processing associated with other downstream systems will not be impacted by SOA RMAs. The provisioning process in FACS and the LNP subscription process in SOA are independent processes. Service order provisioning will not be interrupted by a negative response from SOA to SOAC.

LNP FIDS/TAGS: The following is a list of the new fids and tags that SOAC will use to provision LNP orders:

LNPP -	Local Number Portability Port. (Used by the MARCH system)
POUT -	Ported Out Telephone Number Indicator FID/tag.
INVU -	Ported In CLEC TN Inventory Update Indicator.
RTN -	Ported Incumbent TN Returning to the Original Switch.
RTNN -	Ported Incumbent TN Returning to Other than the Original Switch.
NEWP -	New Service Provider Identifier.
OLDP -	Old Service Provider Identifier.
LLNF -	Local Loop Not Furnished (CLEC is providing the loop)
LRN -	Location Routing Number.
EXK -	Exchange Key FID. (This is not a new FID. It will be used on service orders containing CLEC TNs to indicate the subscriber's serving switch)

SERVICE ORDER

EXAMPLE: The following is an example of a PRE pass S&E section of a Ported In TN service order:

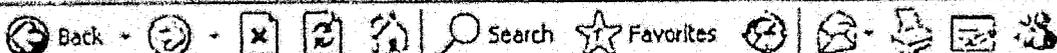
```
II 1FR/TN 301 982-1212/PIX ATX
    /INVU/POUT/EXK 301 926
    /LRN 301 926-9999/LLNF
    /NEWP 9211/OLDP 7125
II  TTB/TN 301 982-1212
```

EXHIBIT 2

NOTES SCREENS FROM NPAC REGARDING

TELEPHONE NUMBER 724-929-4408

File Edit View Favorites Tools Help



Address https://asfdvp.verizon.com:7002/AsmsLnoWeb/queryNpac.do

[Get Previous SV](#) | [Get Next SV](#)

Version Information

Ported TN	Block	Version ID	New SP ID - Name	Old SP ID - Name
724-929-4408		86966038	7606 - Comcast Phone/1	7605 - Comcast Phone/1

Dates / Times

	Date and Time
New SP Due:	03/29/2006 00:00:00
New SP Creation:	03/29/2006 13:18:15
Old SP Due:	
Old SP Creation:	
Activation:	03/29/2006 13:18:47
Creation:	03/29/2006 13:18:15
Modified:	08/16/2006 21:01:04
Broadcast:	08/16/2006 20:59:09
Customer D'sconnect:	04/19/2006 00:00:00
Disconnect Complete:	08/16/2006 20:59:12
Effective Release:	05/19/2006 00:00:00
Subscription Old:	08/16/2006 21:01:04
Subscription Cancel:	
Subscription Old SP Cancel:	
Subscription New SP Cancel:	
Subscription Conflict:	
Subscription Old SP Conflict Res:	
Subscription New SP Conflict Res:	

DPCs / SSNs

CLASS:	
LIDB:	
CNAM:	
ISVM:	
WSMS:	
Port to C	
Authoriz:	
Subscription Pre-C	
B.	

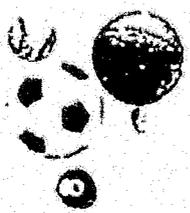
End User Location

Empty text box for End User Location

[Get Previous SV](#) | [Get Next SV](#)

[Back to Top](#)

----- Forwarded by Rosa M. Daly/EMPL/MA/Verizon on 10/25/2006 12:34 PM -----



Tia M.
Daly/EMPL/MA/Verizon
10/23/2006 04:06 PM

To Rosa M. Daly/EMPL/MA/Verizon@VZNotes
cc
Subject Fw: PA. Formal PUC Complaint / 724-929-4408



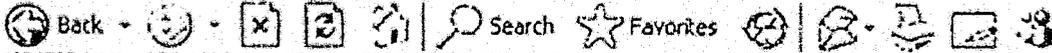
Rosa M.
Daly/EMPL/MA/Verizon
10/25/2006 12:47 PM

To Stanley J. Trosky/VEND/PA/Verizon@VZNotes
cc
bcc
Subject PUC

Screen shot showing VZ Released it to Comcast

1 - QUERY NPAC - Microsoft Internet Explorer provided by Verizon

File Edit View Favorites Tools Help



Address https://asfdvp.verizon.com:7002/AsmsInpWeb/queryNpac.do

◀ Get Previous SV | Get Next SV ▶

Version Information

Ported/TN	Block	Version ID	New SP ID - Name	Old SP ID - Name
724-929-4408		94670044	7606 - Comcast Phone/1	9211 - Verizon/1

Dates / Times

	Date and Time
New SP Due:	08/29/2006 00:00:00
New SP Creation:	08/30/2006 11:57:33
Old SP Due:	08/29/2006 00:00:00
Old SP Creation:	08/29/2006 08:56:08
Activation:	08/30/2006 11:58:04
Creation:	08/29/2006 08:56:08
Modified:	08/31/2006 01:08:06
Broadcast:	08/31/2006 01:08:06
Customer Disconnect:	
Disconnect Complete:	
Effective Release:	
Subscription Old:	
Subscription Cancel:	
Subscription Old SP Cancel:	
Subscription New SP Cancel:	
Subscription Conflict:	
Subscription Old SP Conflict Res:	
Subscription New SP Conflict Res:	

DPCs / SSNs

CLASS:
LIDB:
CNAM:
ISVM:
WSMS:

Port to O:
Authorizat

Subscription Pre-Cai

Bus
D

End User Location

◀ Get Previous SV | Get Next SV ▶

[Back to Top](#)

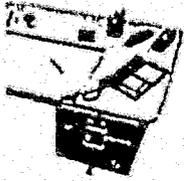
Copyright 2003-2006 © Telocity Technologies, Inc. All Rights Reserved.

Done

EXHIBIT 3

SERVICE ORDER REGARDING

TELEPHONE NUMBER 724-929-4408



Dee Evans/EMPL/NY/Verizon
10/23/2006 04:30 PM

To Stanley J. Trosky/VEND/PA/Verizon@VZNotes
cc NANCY E. DASCHER/EMPL/PA/Verizon@VZNotes
bcc
Subject Re: Formal PUC Complaint / Helen Fullard, 724-929-4408

Stan -

The PON number 5607349, referred to below is to remove a listing only. Comcast is a facility based CLEC and this phone number belongs to them.

Below is a snapshot of the service order - class of service LWR is for a listing



xRM Web - View Local Service Request.htm

```

CP 001L A 570 2244 0106
724 929-4408 336 Z LWR 3604230999 08-16-06 08-
091Z98006 BOC 08-17-06 08-17-06 K
NAT D
DPCL LOCL
DAECN BPH
DLN FULLARD, HELEN
DLA 500 BLIND LN,
BELLE VERNON
DSA 500 BLIND LN,
BELLE VERNON
BLDC APT 207
DDZIP 15012
--TF C
TC NO
--BI LL
BN1 COMCAST PHONE
BN2 ATTN: JOHN BLIMMEL
BA1 183 IVERNESS DR WEST
BA2 SUITE 1-052
PO ENDLEWOOD CO 80112
DLB 10
DMCN RSATTBRBAND
DTAR FAYE
PON 5607349
DSTAR CSB
LSRN EB20060816761561
DGRP 717 X03-1104
DCR NF
--RM K$
RMKP SOP AUTO COMPLETE
ENP CSOP ORDER (KY)
RMK TISOC 888 847-6288

```

Dee Evans
Manager
NY NMC
212-602-5550

EXHIBIT 4

E-MAIL NOTES SCREEN REGARDING

TELEPHONE NUMBER 724-929-4408



Rosa M.
Daly/EMPL/MA/Verizon
10/25/2006 12:41 PM

To Stanley J. Trosky/VEND/PA/Verizon@VZNotes
cc
bcc
Subject Fw: CR069657204 - TN 724-929-4408

Here is the e-mail Comcast sent to VZ to release number disconnected in error by them.
Thanks,
Rosa

----- Forwarded by Rosa M. Daly/EMPL/MA/Verizon on 10/25/2006 12:40 PM -----

LNP Disconnects
Sent by: Rosa M. Daly
08/29/2006 08:46 AM

To: "Leahy, Jonathan" <Jonathan_Leahy@cable.comcast.com>
cc:
Subject: Re: CR069657204 - TN 724-929-4408

This will be done shortly.
Thanks,
Rosa

"Leahy, Jonathan" <Jonathan_Leahy@cable.comcast.com>



"Leahy, Jonathan"
<Jonathan_Leahy@cab
le.comcast.com>
08/28/2006 01:42 AM

To: LNP Disconnects/MIDB/Verizon@VZNotes
cc:
Subject: CR069657204 - TN 724-929-4408

To Whom It May Concern,

Could you please reconcur TN 724-929-4408 which was disconnected in error?

Customer Information:

Helen Fullard
500 Blind Ln
Apt. 207
Belle Vernon, PA 15012- 1267

PN: 3964625
FOC: D1KV59742
Status: COMPLETION
Confirmed Date: 03/22/06
Action: FULL

Thank You

Jonathan

Jonathan N. Leahy
Comcast Corp National NOC
Tech II - North Division
Greenwood Village, CO 80111
1-800-316-8116
720-267-7249 - direct

EXHIBIT 5

**REPAIR NOTES REGARDING
TELEPHONE NUMBER 724-929-4408**

Trouble Report --> Trouble Report

Trouble Report #: PACW723733 Maintenance Center: PA PITTSBURGH DRC

Assigned User: Reported Date/Time: 08/28/2006 7:07 PM Time Zone EST

Circuit ID/TN: 724/929/4408 Line Status: D Deny: N Suspend N CCI Level: GREEN

Service Info: FULLARD, H; 500 BLIND LN BELLE VERNON

Class of SVC: RES LOC: APT 207 Service #:

Trouble Report | Line Record | Line History | Activity Log | Billing |

TSP: Essential: Maint Plan:

Port Date: # of Subs: Assoc SVC: Recent SO #: Recent SO Date: Me

RSID: AECN: Chronic Indicator: Encore: Billing: EB: Inst Repeater: OOF:

WS Code: Appl ID: X List

Esc. Level: Reported By: Contact:

Trouble Narrative: GARR 63N CCI=G./REF TO COMCAST

EXP	STAT	Date/Time
	CLD	08/28/2006 7:

Rpt Category: All Phones:

Trouble Type: Out of Service:

Exception Code: Adverse Comment:

Test Results:

Group TR#:

Dispatch Center:

Premise ACC. From: To:

Offered Commitment: Actual Commitment:

Pending TR #: Pending TR Rpt C

Scrubber Exclude: Referred TR



Trouble Report --> Trouble Report

Trouble Report # .PACW723498 Maintenance Center:PA PITTSBURGH DRC

Assigned User: Reported Date/Time:08/28/2006 4:36 PM Time Zone:EST

Circuit ID/TN:724/929/4408 Line Status:D Deny:N Suspend:N CCI Level:GREEN

Service Info:FULLARD,H,500 BLIND LN BELLE VERNON

Class of SVC:RES LOC.APT 207 Service #:

cancel

Trouble Report | Line Record | Line History | Activity Log | Billing

TSP: Essential: Maint Plan:

Port Date: # of Subs: Assoc SVC: Recent SO #: Recent SO Date: Maint Plan in Effect:

RSID: AECN: Chronoic Indicator: Appl ID: EB: Inst Repeater: OOF:

WS Code: Chronoic Indicator: Appl ID: EB: Inst Repeater: OOF:

Esc. Level: X List

Reported By: Contact:

Enhanced SVC: UNIC

EXP	STAT	Date/Time
CLD		08/28/2006 4:

STATUS

Trouble GAR 63N CLEC REF TO CLEC
Narrative:

Rpt Category: All Phones:

Trouble Type: Out of Service:

Exception Code: Adverse Comment:

Test Results:

Group TR#:

Dispatch Center:

Premise ACC. From: To:

Last Closed Date:

Dispatch Location:

All Calls:

Isolate:

Reg. Warning:

Pending TR #:

Scrubber Exclude:

Offered Commitment:

Actual Commitment:

Charges Advised

Auto Dialer Exclude: Dispatch Authorization:

Arrival Start: End:

CCI = G, 08/28/2006 16:49 EDT

Dispatch Remarks:

Restore Date/Time: Cust TN:
SSI: SS3: Cust Advised Date:
Disp/Tribl: Tech ID: Exclude:

Cust Advised Name:
SS2:
Cause Analysis:

Restore Date/Time:
SSI:
Disp/Tribl:

REFERRED TO CLEC RESELLER/ISE - V

Remarks:

Trouble Report --> Trouble Report

Trouble Report #: PACW722834 Maintenance Center: PA PITTSBURGH DRC

Assigned User: Reported Date/Time: 08/28/2006 11:34 AM

Circuit ID/TN: 724/929/4408 Line Status: D Deny: N

Service Info: FULLARD, H; 500 BLIND LN BELLE VERNON

Class of SVC: RES

Time Zone: EST

Suspend: N

Service #: LOC: APT 207

CCI Level: GREEN

cancel

Trouble Report | Line Record | Line History | Activity Log | Billing

TSP: Essential:

Port Date:

RSID: AECN:

WS Code: Chronic Indicator:

Esc. Level: Appl ID:

Reported By: X List

Enhanced SVC:

of Subs:

Assoc SVC:

Encore:

Billing:

Maint Plan:

Maint Plan in Effect:

Recent SO #: Recent SO Date:

Inst Repeater:

COF:

X list

Reported By: X List

Trouble Narrative: GAR 63N CCI=G.RFRD 2 CLEC

STATUS

EXP	STAT	Date/Time
	CLD	08/28/2006 11

Rpt Category: All Phones:

Trouble Type: Out of Service:

Exception Code: Adverse Comment:

Test Results: Last Closed Date:

Group TR#: Dispatch Location:

Dispatch Center: To:

Premise ACC. From:

All Calls:

Isolate:

Reg. Warning:

Pending TR #:

Scrubber Exclude:

Offered Commitment: Actual Commitment:

Charges Advised:

Auto Dialer Exclude: Dispatch Authorization:

Arrival Start: End:

CCI = G, 08/28/2006 11:38 EDT:

Dispatch Remarks:

TECHNICIAN INFORMATION

Restore Date/Time: 08/28/2006 11:38 AM

SSI: Disp/Trib:

Full Name:

SS2:

Cause Analysis:

Cust Advised Name:

SS2:

Cause Analysis:

Cust TN: 7249294408

SS3:

Tech ID:

Cust Advised Date:

SS3:

Exclude:

REFERRED TO CARRIER/RESELLER/ISP - V

Remarks: