

**Exhibit 11: Testing Summary: Second Round Live Testing**

Activity	Service Delivery	QCCC		Central Office							
	LSRs Received	Rec'd at WFA	Spreadsheet forwarded to CLEC & CO	DVA Start Time	Elapsed Time to Install ICDF jumpers	Elapsed Time to Install MDF jumpers	Elapsed Time for DT Checks	DVA Stop Time	Due Date Start Time	Qwest & CLEC ANI Checks & Perform Lift & Lay (Note 1)	Due Date Stop Time (Included WFA updates)
CO #3	Monday, Jan 12th			Thursday, Jan. 15 <sup>th</sup>				Monday, Jan. 19th			
	9:08 AM - 1:44 PM	9:21 – 9:33 AM	1/12 7:32 PM	Thursday Jan. 15 <sup>th</sup> 8:11 AM	45 minutes	30 minutes	(completed in conjunction with MDF jumpers)	9:42 AM	4:00 AM	35 Minutes	5:17 AM (Note 2)
CO #2	Monday, Jan 12th			Thursday, Jan. 15 <sup>th</sup>				Monday, Jan. 19th			
	9:03 AM – 2:54 PM	10:41 AM – 5:05 PM (2) 9:47AM on 1/13	1/12 7:32 PM 1/13 4:42 PM	Thursday Jan. 15 <sup>th</sup> 9:30 AM	43 minutes	47 minutes	19 minutes	11:33 AM	3:09 AM	39 minutes	4:20 AM

Overall Observations	CO #3	CO #2
<ul style="list-style-type: none"> <li>• Service Delivery                             <ul style="list-style-type: none"> <li>▪ 17 LSR's (Centrex) fell out for manual handling</li> <li>▪ Average resolution time was <b>46 min</b></li> <li>▪ Range of resolution time was <b>8 min to 2 hrs 1 min</b></li> </ul> </li> <li>• Automatic Flow-Through:                             <ul style="list-style-type: none"> <li>- Service Delivery: 26/52 (Centrex were the exceptions)</li> <li>- LPC: 52/52</li> <li>- Design Services: 52/52</li> <li>- QCCC: 52/52</li> </ul> </li> <li>• Commitments Met: 52/52</li> <li>• Products                             <ul style="list-style-type: none"> <li>▪ 26 UNE – P to UNE – Loop</li> <li>▪ 26 Centrex</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Central Office: (Note 1)                             <ul style="list-style-type: none"> <li>- Time required to complete DVA process steps: <b>1 hr 22 min</b></li> <li>- Elapsed time (DVA): <b>1 hr 31 min</b></li> <li>- Time required to complete Due Date process steps: <b>54 min</b></li> <li>- Elapsed time (Due Date): <b>1 hr 17 min</b></li> </ul> </li> <li>• Commitments Met: 26/26</li> <li>• Products – 26 UNE-P to UNE-Loop</li> <li>• CLEC Notification (Note 3):                             <ul style="list-style-type: none"> <li>- BHC Start: <b>5:17 AM</b></li> <li>- BHC Stop: <b>7:15 AM</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Central Office: (Note 1)                             <ul style="list-style-type: none"> <li>- Time required to complete DVA process steps: <b>1 hr 56 min</b></li> <li>- Elapsed time (DVA): <b>2 hr 3 min</b></li> <li>- Time required to complete Due Date process steps: <b>1 hr 11 min</b></li> <li>- Elapsed time (Due Date): <b>1 hr 11 min</b></li> </ul> </li> <li>• Commitments Met: 26/26</li> <li>• Products – 26 Centrex</li> <li>• CLEC Notification:                             <ul style="list-style-type: none"> <li>- BHC Start: <b>3:41 AM</b></li> <li>- BHC Stop: <b>4:15 AM</b></li> </ul> </li> </ul>

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Reference	Details
<p><b>Note 1</b></p>	<p><b>PDF DT Checks were not performed:</b> The PDF could not be tested at CO #3 because they have a "COSMIC 2" frame. At CO #2 the PDF could not be tested due to having a conventional frame. These two types of frames have the PDF integrated with the MDF and, thus, there is no access to singular PDF test.</p>
<p><b>Note 2</b></p>	<p><b>Notification of Start of migrations delayed:</b> The CORAC had not loaded the orders into WFA-C the night before, so the COTs could not input the information into the system and, thus, updated the OSSLOGs only. Because the tickets had not been loaded, the CLEC was not notified about the start of the test. The issue was addressed at 4:55am and the tickets were loaded into WFA-C. The COTs were able to then begin updating WFA-C at 5:00am and finished updating all information at 5:17am.</p>
<p><b>Note 3</b></p>	<p><b>CLEC Notification:</b> The WFA – DI steps had not been loaded into the Central Office, which meant that the COT’s had to wait until the problem was resolved before they could update the orders. This resulted in a delay in the CLEC notification of the BHC start. Since the system looks for changes in 30 minute time period and because all the updates were made in less than 30 minutes, the ending e-mail was not sent out at the correct time. The ending e-mail time shown is when the actual e-mail was sent manually after this problem was realized in the QCCC.</p>
	<p><b>Time Intervals:</b> Due to time constraints, we were unable to test a seven day interval. We tested a five day interval which allowed us to do the separate DVA and Due Date steps.</p>