

**EXHIBIT JB-1 TO THE  
DIRECT TESTIMONY OF  
JUSTINA BLANCHARD  
ON BEHALF OF  
MCLEODUSA TELECOMMUNICATIONS SERVICES L.L.C.  
D/B/A PAETEC BUSINESS SERVICES**

## **POTS Based Services**

- Ticketed created
- Internal Harris/RTU test ran
- Ticket is assigned to PAETEC repair technician via internal auto ticket assigner
- Ticket referred out via Ebond based on Line Test Verification Code and placed into referred status.

**Automation Complete. Ticket was sent to E-Bonding.**

**Create Trouble was sent by MCOPR on 07/29/2011 12:39:40**

NDT,ANI 414-482-7744,CFA 00006X7,,VER 22 Hard short T-R,Footage

Kft,DPI=NTF, AUTH TO DPO, Access=Fri:09:00-17:00 Sat:NONE Sun:NONE

**STATUS CHANGE \*\* FROM K Working TO F REFERRED**

- Internal Vendor Commitment is opened in PAETEC OSS

**Create Response Received on 07/29/2011 12:40:11**

**\*\* Vendor Commitment \*\* for AME on 07/30/2011 at 12:00:00**

ANI: 414-482-7744, Vendor Tkt: WU424631

- PAETEC continues to receive updates on the referred ticket

**Status provided by LEC - 07/29/2011 12:41:57**

**ANI: 414-482-7744, Vendor Tkt: WU424631**

**DISPATCH MADE TO OUTSIDE FORCES BASED ON CLEC REPORT**

**Status provided by LEC - 07/30/2011 13:03:01**

**ANI: 414-482-7744, Vendor Tkt: WU424631**

**PER YOUR REQ TKT IS ASSIGNED TO A TECH**

**Status provided by LEC - 07/30/2011 13:35:13**

**ANI: 414-482-7744, Vendor Tkt: WU424631**

**FIELD TECH HAS BEEN DISPATCHED, ETA 0145 P CST**

**Status provided by LEC - 07/30/2011 15:00:29**

**ANI: 414-482-7744, Vendor Tkt: WU424631**

TODAY @ 1431 OUR OS TECH VRFYD DT GOOD TO THE NI; TRBL TO A SHORT ON CUST SIDE.

**Request to clear from LEC - 07/30/2011 15:02:03**

CPE,NDT,DT TOK TO NI-SHORT ON CUST SIDE.

- Remote lines test is ran to verify resolution

**A Remote Line Test has been submitted for ANI (414-482-7744)**

- Automation is cleared and ticket is placed into resolved status.

**Note Type: Clear Automation**

Clear Automation has started.

**\*\* STATUS CHANGE \*\* FROM F REFERRED TO S RESOLVED(INTERNAL)**

- Auto dialer places call to customer. If confirmed resolved, internal vendor commit is completed out and ticket is closed. If message left, ticket is placed into a 48 hour auto close state. If continued issues, ticket is referred back out.

**Note Type: Auto Dialer**

--> Ticket on 48 hour close on 07/30/2011 at 15:05:30.