

**EXHIBIT JB-2 TO THE
DIRECT TESTIMONY OF
JUSTINA BLANCHARD
ON BEHALF OF
MCLEODUSA TELECOMMUNICATIONS SERVICES L.L.C.
D/B/A PAETEC BUSINESS SERVICES**

Circuit Based Troubles

- Ticket created
- Internal Spirent circuit test is ran
- Ticket is assigned to PAETEC NOC technician via internal auto ticket assigner
- Ticket is referred out via Ebond based on Spirent test results and placed into referred status.

Spirent Circuit test for circuit ID:03622907 has been submitted.

Spirent Circuit test for circuit ID:03622907 has completed testing. Results are a available.

Result of Test: Failed.

Note Type: Spirent Bonding Automation:

Spirent Bonding Automation started.

Automation complete: Ticket sent to E-Bonding.

Create Trouble was sent by MCOPR on 07/28/2011 09:38:00

Tested circuit down - Failing to smjk - Okay to test - call

before DPO: CRYSTAL @ 8106032679

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

- Internal vendor commitment is opened in PAETEC OSS

Create Response Received on 07/28/2011 09:40:38

**** Vendor Commitment ** for AME on 07/28/2011 at 13:40:00**

ANI: 036-229-07 , Vendor Tkt: DT026214

- Hourly escalations transpire through automation on Circuit Down referrals.

Auto Escalation for Level 1 has been scheduled for 2011-07-28 @ 10.40.38.

Status provided by LEC - 07/28/2011 09:51:28

ANI: 036-229-07 , Vendor Tkt: DT026214

AT&T TESTING TROUBLE, TICKET SENT TO DISPATCH - PLS VERIFY ACCESS & LCON

Note Type: Auto Escalation

Escalation request for level 1 is being sent to the LEC by Escalation Automation

Status provided by LEC - 07/28/2011 11:14:48

ANI: 036-229-07 , Vendor Tkt: DT026214

***** ESCALATION LEVEL 1 ***** ESCALATION
REQUEST RECEIVED AND GRANTED. FURTHER UPDATES WILL FOLLOW. THANK YOU A.T. & T. *****

Note Type: Auto Escalation

Auto Escalation for Level 2 has been scheduled for 2011-07-28 @ 13:03:49.

Status provided by LEC - 07/28/2011 13:59:56

ANI: 036-229-07 , Vendor Tkt: DT026214

***** ESCALATION LEVEL 2 ***** ESCALATION
REQUEST RECEIVED AND GRANTED. FURTHER UPDATES WILL FOLLOW. THANK YOU A.T. & T. *****

- Any change in access or contact information is send via ebond

Note Type: Access Hours Automation

Updated access hours have been sent to the LEC by Access Hours Automation

- Status updates and escalations continue through the life-cycle of the trouble.

Status provided by LEC - 07/28/2011 17:52:35

ANI: 036-229-07 , Vendor Tkt: DT026214

FIELD TECH HAS BEEN DISPATCHED, ETA 705 P EST

Escalation request for level 3 is being sent to the LEC by Escalation Automation

Status provided by LEC - 07/29/2011 15:36:36

ANI: 036-229-07 , Vendor Tkt: DT026214 MART=1930 7/28. REPAIRED F1 AND F2 PRS.

- Request to clear is received and internal verification testing is completed and customer is manually contacted to confirm resolution. 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.

Request to clear from LEC - 07/29/2011 15:37:48

R1 - F1 CABLE PAIR - REPAIRED