

Attachment 1
Summary of ETI Order to Move T-1
Detailed Notes on ETI Order to Move T-1

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SUMMARY OF ETI ORDER TO MOVE T-1

The following is a summary of ETI's service issue with respect to our efforts at obtaining T1 business exchange service from AT&T, who in turn was required to purchase the underlying facilities from Verizon-MA.

- AT&T had been providing local service to ETI via a Verizon-provided T-1 facility at our previous location at One Washington Mall in the Government Center area of downtown Boston.
- On or about March 31, 2001, ETI placed an order with AT&T to move our T-1 digital exchange access trunk service from our then-existing office location to the firm's new office location, approximately one block away, at Two Center Plaza. Two Center Plaza is located approximately 200 feet from the Verizon-MA Bowdoin Street central office, the serving wire center for this building. ETI's moving date was set for May 18, 2001, and AT&T was requested to provide the T-1 service at the new location for a flash-cut as of that date. All other aspects of ETI's existing service configuration, including telephone numbers and Direct Inward Dialing ("DID"), were to remain the same. AT&T does not have outside plant facilities at our new location, and as with our previous location was required to obtain the underlying T-1 circuit from Verizon-MA. AT&T does have its own central office switch.
- It was our understanding that AT&T placed the order with Verizon-MA for the installation of the new T-1 circuit on or about April 15, for an in-service date (Firm Order Commitment) of May 18.
- When ETI moved to the new space on May 18, Verizon-MA had still not provided the circuit to AT&T, nor had it offered any indication of an expected install date for the facility. Although ETI's scheduled move-in date was May 18, our space was being fitted-out beginning approximately April 1, and Verizon-MA could have had physical access to the space for the installation of the T-1 circuit at any time following the placement of the order by AT&T.
- ETI moved to our new location on May 18 without the T-1 service that we had ordered, and as a result we were forced to adopt temporary measures to serve our communications needs. These included obtaining analog business lines *from Verizon* (and incurring installation charges in the range of \$400) and obtaining an analog trunk circuit card (at a cost of

approximately \$2,000) from our PBX vendor, a component that we did not need at our former location (because we were using T-1 service there) and that we would not have needed at our new location had Verizon provided the facility to AT&T on time. Now that our digital T-1 service is in place, this analog trunk card is no longer required (we are discussing the possibility of returning it to our PBX vendor for a partial credit, but that has not as yet been resolved). There were also additional charges from our PBX vendor for reprogramming and other rearrangement work on our Mitel PBX following the T-1 cutover – work that would not have been required at all if the same T-1 configuration that was in place at our previous location were installed and available to us as of our May 18 move-in date. Also, because the analog trunk lines were to be temporary only, ETI did not arrange for direct inward dialing (DID) via these trunks, and so we also had to assign personnel to the task of answering all incoming calls.

- On May 22, 2001, at least five weeks following AT&T's order to Verizon-MA, Mr. Evan McSorley, a Verizon-MA outside plant engineer, made a site visit to ETI's new premises. There is no indication that any site visit had been made by Verizon-MA prior to that date in connection with this service order or that the order was even being worked on by Verizon-MA before the site visit took place. The proprietary Verizon MA notes provided by the Company in response to AG-VZ-4-3 generally confirm this fact.
- During his visit, I personally spoke with Mr. McSorley¹ and was advised that he (McSorley) needed to go back to his office to claim spare underground fiber optic facilities between the Bowdoin Street wire center and Two Center Plaza, and then construct a riser facility to the fourth floor, where ETI's office is located. Mr. McSorley advised me that the facility that Verizon-MA intended to provide would have a capacity to support eight (8) T-1 channels specifically to Verizon-MA electronics that would be located within ETI's premises, and that no fiber facility between the Bowdoin wire center and Center Plaza was currently available.
- I advised Mr. McSorley that ETI's requirement is not anticipated to exceed one T-1 circuit for the duration of our lease. I questioned the need both for fiber and for this extensive capacity build, particularly if the unavailability of fiber was the source of the delay in providing our service.

1. It is important to point out that I was the generic "end user" (as referred to by Mr. Mudge in his Attachment 2) who interacted with Mr. McSorley during his site visit, and I therefore report this interchange from my own direct experience.

- At that point, Mr. McSorley offered to provision the T-1 via copper, a solution that I readily indicated would be entirely acceptable. I inquired of him as to the availability of copper facilities both in the building generally and on the fourth floor specifically, and was advised by Mr. McSorley that such facilities were in fact available in both places.² Mr. McSorley then indicated that it would probably require approximately six (6) business days (from May 22) for the T-1 via copper to be configured and provided, which would have put the installation date at May 31. That, of course, did not happen.
- When it became apparent that our T1 was not going to be installed any time soon, ETI ordered three additional POTS lines from Verizon-MA.
- Despite “escalation” of the issue by both Verizon-MA and AT&T, a number of technical difficulties, including optioning and mapping problems, are encountered in the ensuing six-week period. On July 13, 2001 at approximately 7:30 pm, the T1 line installation was completed.

2. This is in direct contradiction to Mr. Mudge’s second-hand assertion that “Verizon MA’s engineer ... [said that] he would investigate the use of copper facilities given that the end-user desired a quicker installation and needed only one T1 circuit.” Mudge Rebuttal (Verizon-MA), Attachment 2, page 2.

DETAILED NOTES ON ETI ORDER TO MOVE T-1

The following are ETI's detailed notes regarding our efforts at obtaining T1 business exchange service from AT&T, who in turn was required to purchase the underlying facilities from Verizon-MA.

Ckt ID: 02ASTZ012207

3/26/01: AMG placed order on March 26, 2001 (**order # MR032601AT02**)
s/w Marsha at 888-227-3824 re local service at 2:00pm, who wrote order to move service

AMG called Long Distance at 800-222-1000 on March 20 and gave order for move to be scheduled for May 18, 2001)

It would seem that this order should have had an ASR by no later than April 6th. It is unclear to ETI why no ASR was issued until April 18, 2001.

AT&T Technician/Atlanta – David Clark to phone in 24-48 hours with specifications and approximate time transfer of service – 404-329-6503

4/6/01: Michael Street/AT&T Atlanta (404-329-2138) putting order in – will be back to ETI Monday or Tuesday, April 9 or 10

5/1/01: AMG phoned Dave Clark, Mike Street, & Linda Buchannan; received call back that Avalyn Ransom of AT&T Escalation Division will phone ETI with order status.

AMG s/w Deborah in Harry Hollings (AT&T) office (escalation list) HH-908-234-8685

5/1/01: KDL phoned Chet Dempski (617-450-4599) at AT&T Escalation (Boston location):
Per conversation with Chet: facility came back busy
Supp order back to Verizon for better channel – to be done today
Expected better information in a day or two

5/2/01: Chet had spoken with Denver Engineers; paperwork to have been sent to Verizon last night; should hear more by Fri/Mon – 5/4,7
Order # BOSP0103827 = disconnect – order placed April 18
Order # BOSP0103830 = reconnect
Switch cross connects staying the same

Waiting on Verizon – 2nd level at Verizon; 3rd request escalation per Chet

5/7/01: AMG called Salvatore Cirone (AT&T) per Deborah (secretary in H. Hollings AT&T office), (pager for Sal = 303-890-2719, voice is 303-749-1438) regarding provisioning escalation, (boss of Jay Frye 303-749-1671). Mr. Cirone reports original order for new location to Verizon April 8th has been rejected several times, but they are working on new system. He will escalate and AMG should check daily.

5/10/01: AMG phoned Cirone, LWTC, no return call; AMG phoned Dempski and was advised not to continue escalation, that work is in progress according to Verizon and it is time to allow the techs to get the work done. There is still a chance that move installation date will be met – to escalate higher would only bog down the process.

5/11/01: ETI orders three POTS lines from VZ as backup, to be installed 5/17

5/18/01: ETI completes move to Two Center Plaza; No T-1 yet. Asked AT&T (Boston escalation office) - now working with Chet Dempski and Jeff Groves (AT&T) (617-369-6114) to remote call forward all DID lines to temporary trunks.

5/22/01: Chet reports that Verizon should be sending engineer to premises to check facilities - or possibly to drop jack.

Evan McSorley – Verizon outside plant engineer – came to view premises. (McSorley's CBR#: [v]617-342-2914, [pager]781-597-0654, [email] evan.mcsorley@verizon.com, [fax]617-737-2771) He said he needed to go back to office to claim spare underground, physically build circuit into system, get it wired through C.O. and then into the building. Circuit had been bounced back due to lack of facilities on the 4th floor. He thought that there was a facilities problem in our building but this was not the case.

A discussion ensued between LLS and McSorley. He explained that the facility issue was due to a lack of fiber coming into building, and that Verizon was planning to bring fiber into ETI's premises w/ capacity for up to 8 T-1s. McSorley also said that VZ would need space for electronics for the fiber. LLS was concerned about the amount of space that McSorley said would be required, and noted that ETI had no need for more than one T-1. Almost as an afterthought, McSorley then suggested that if we were willing to accept copper, this could be accomplished very quickly. LLS noted that ETI had never asked for fiber or for 8 T-1 capacity, and readily agreed to copper, since VZ Bowdoin CO is directly across the street.

KDL called AT&T (Boston Escalation - Chet) to let him know that Verizon had shown up and indicated that Verizon tech said he would return to office to have circuit engineered. Evan McSorley told us that this would happen in 24-48 hours, and quoted a 6 day turn-around for installation.

5/24/01: S/W Jeff Groves (AT&T-Boston Escalation). Still a day-to-day situation. Verizon still hasn't called AT&T to say that the circuit is mapped. KDL provided engineer's name and number for AT&T Denver to call.

5/25/01: Shirley from Verizon called to verify information on order (temp CBR# is 212-285-7813). She insisted on speaking with LLS because his name was on order. Would not speak w/ AMG or KDL. Fortunately LLS was in office that day; else order would have been further delayed. She agreed to "float" order today.

Called AT&T Boston - Chet will update records to reflect that ETI contacts are LLS, KDL, AMG

5/31/01: S/W Jeff Groves (AT&T-Boston). He has understanding that McSorley (Verizon engineer) is to complete work 5/31. Jeff's information indicates there is a construction issue. Explained to Jeff that the construction issue was only if VZ used fiber - explained LLS discussion re fiber vs. copper and that ETI had said that copper was fine.

Throughout whole process chronic comment from AT&T has been that Verizon has not returned their calls. (AT&T) Denver engineers tried leaving several messages for Verizon engineer (Evan), but he never returned any calls.

KDL left message on voice mail and paged Evan McSorley – he returned page. He returned KDL call again once he arrived in his office and said that the new completion date for his work was June 5th and that ETI should see someone a few days later for installation. He could not be specific.

KDL left message for Evan's boss – Chris Parker 617-743-4227 (VZ Outside Plant Engineer Manager) to please call the next day after 9:00am

KDL left message at Verizon Customer Relations (Verizon Executive Appeals). (Experienced high level of frustration – called 617-743-9800 and was transferred to a

customer relations voice mail. When she called back several hours later, she was transferred to Customer Relations in NY – they then gave her a direct number and transferred her to New England Customer Relations. (1-800-621-9900). No live person to speak with - only able to leave voicemail message.

6/1/01: Chris Parker (Verizon Boston Outside Plant Engineer Manager) left message on KDL's voicemail at 7:23am to say he was unaware of the specifics of the order. Explained order process on message to KDL.

Mrs. Dee from Verizon Executive Appeals returned message. She explained that Teleport is her customer – not ETI – and she should not be speaking to us, but agreed to check on the order if KDL provided an order #. No direct line to call her back. KDL left a message a short time after 1st conversation with order number (C5HG7077). As of June 12th she had not called back. (She claimed this is a parity issue and can't make any guarantees.)

KDL spoke with Chris Parker (Verizon Outside Plant Engineer Manager). He explained that Teleport is customer – not ETI – and he shouldn't be speaking with us. When given the order number, he told KDL that if Evan had gotten a June 5th date, that was good – the Verizon system showed a due date of July 26th.

ETI orders another three POTS lines from VZ, for installation 6/5

6/5/01: No new updates from anyone. Understanding from checking that the order is now scheduled for June 18th installation.

VZ installs the 3 POTS lines. AMG calls Jack Dillon (ETI PBX vendor) to have someone come by and connect them to PBX

6/7/01: AT&T-Boston (Jeff Groves) called. Only persons from the AT&T Denver location are allowed/authorized to call Verizon directly. His Denver contact is unable to get Verizon to call back. KDL asked for chain of command in Verizon to understand where the chain is broken and why the right people are not getting the message to escalate order/return calls.

Jeff provided list of Verizon names that appear on AT&T's tracking of this order:

Lorraine Laylin

Antoinette Ferby

Steve Ackerman
Charles Dorschack (sp?)
Evan McSorley (local outside plant engineer)
Chris Parker (local outside plant manager)
Mrs. Dee (executive appeals)

Evan McSorley (outside plant engineer) called to inquire if we had ordered a second T-1. KDL explained there was only T-1 and asked for status. He explained that his piece of engineering had been complete for several days. It was now up to dispatch. He thought we'd likely see someone next week.

Explained to Evan that the order had been escalated to push up the due date, that AT&T Denver had been calling Verizon, up to 4th/5th level and was getting no call backs with status. KDL asked if there was a way that he could get a name/number re dispatch that could be passed along to AT&T to get status and clarity. He agreed to try and if successful to call back.

Dave Clark [AT&T/Atlanta 404-329-6503] left message for AMG indicating progress was being made; Verizon is looking for conditioned copper pairs to put into T-1; said he would call back on June 8th. This info seems inconsistent with McSorley's statement that engineering had been completed for several days.

6/11/01: 12:20pm KDL spoke w/ Jeff Groves; he has received no new updates

6/12/01: 11:15am – spoke w/ Dave Clark for an update on T-1 status. His latest information is that Sharon Drummond, 5th level Verizon assistant left a message for Evan McSorley at 9:30 this morning for an update on available copper facilities at Two Center Plaza so that the installation date may be moved up. I provided Dave with background information on contacts with Evan McSorley and his boss (Chris Parker) and provided him with contact information for both individuals. He will call Evan's boss and get back to me.

12:00pm Dave Clark spoke briefly with Evan who is due to call him when he returns to his office. Evan did explain that he had requested the dates be 'pulled in', but it was not clear to Dave that this information had been accurately passed along.

6/21/01: 3:15pm Called (AT&T Boston) Jeff Groves for status. In reviewing the notes on the account, he said it looks like there has been some progress, but still no commitment to a firm date. He will check with his Denver contact and call me back.

Placed call to Dave Clark – message on phone says that as of June 15th he is no longer in this position and Michael Street (404-329-2138) has taken over all his orders.

6/22/01: 9:25am LWTC for Michael Street (AT&T/Atlanta - 404-329-2138)
Michael Street called back – gave him brief historical overview. He agrees this should be moved along much faster. He will call Mike Brautigam at AT&T Denver escalation and call me right back.

6/26/01: S/W (AT&T Boston) Jeff Groves (617-369-6114) for updated status on delivery of T-1. His Denver contact is waiting on a call-back from Verizon. He will call back once the Denver contact has heard back from Verizon.

6/28/01: Received call from Dick Clayton (AT&T Escalation Manager/Florida - 305-466-0010): He reported that the escalation has been sent to 5th level Verizon and is being sent to Level 6 escalation. He claimed Verizon had indicated a facilities problem and it was explained to him that this issue was resolved in May when the Verizon outside engineer made a premises visit and was told ETI was fine with copper rather than fiber. He told AMG he would “kick ass” and get something done.

6/29/01: KDL received call from Lynn Ballier (AT&T Boston - 617-450-4613) that as of 4:00 on June 28th this matter has been sent to the AT&T Escalation Manager and an AT&T VP. She also indicated that AT&T LSAM has indicated they will take every measure to ensure Verizon completes work asap.

AMG received call from Dick Clayton (AT&T Escalation Manager) who claims he was chasing this issue as late as 10:30 last night. He assures us that from the VP level down, through the provisioning center that this is being worked on.

12:15 Per Dick Clayton the copper circuit has been designed and it is possible that we may have a Monday (July 2nd) installation.

1:00 AMG received call back from Mary Ellen Laster (AT&T Boston) with no new update.

4:10 Dick Clayton called AMG to report no additional updated status

4:30 KDL s/w Mark Ryan - AT&T – Public Relations in the Chairman’s office – KDL provided brief overview, order numbers and status. Mr Ryan will escalate to higher level than Dick Clayton.

Per Lynn Ballier (AT&T Boston) – no new update at this time, but assured ETI it is escalated at the VP level in both AT&T and Verizon. Asked her to follow up on Monday. She agreed.

7/2/01: Dick Clayton (AT&T Escalation Manager) called twice in the morning. Second call was to indicate that T-1 would be installed tomorrow, July 3rd.

7/3/01: AMG phoned Dick Clayton at 11:20 a.m. to report that we have had no contact from Verizon for installation of the T-1. Clayton says he will contact AT&T Denver.

12:30 pm. Dick Clayton phoned to say, “they’re finishing the central office work.” Queried as to what that meant, he replied that it meant that as soon as they were finished, they would be here to install the T-1. He asked that AMG call him as soon as Verizon tech comes through the door.

3:00 pm. Dick Clayton phoned to see if anyone from Verizon has arrived.

3:05 p.m.. he phones to say that someone should be here by 3:30 p.m. KDL promises to phone when “he or she” arrives.

4:00 p.m. KDL called Dick Clayton to report that no one had shown up yet. He agreed to call AT&T Denver immediately.

4:05 p.m. Dick Clayton phones to notify that they are coming today.

5:05 p.m. AMG phones Dick Clayton. Informs him of the ‘no show’ status. Clayton promises to call back, after checking with Denver.

7/5/01: Verizon tech showed up at 10:00

Dick Clayton called at 10:40; informed him technician on premises.

12:00 Per Jackson (Verizon tech) order was optioned incorrectly. It is optioned as AMI and should be B8ZS. He will report this back to his CO tech to have an order issued to correct the situation. (Verizon tech/C.O. to handle order issuance with Teleport.) He claims this is not a matter of typing something into translation. Jackson has completed the 'station' work and once the circuit is corrected he will come back, perhaps on Monday, July 9th.

KDL reported the above to Dick Clayton (AT&T Escalation Manager) who believes it should not take another several days. He will call AT&T Denver to get it corrected asap.

12:45 Dick Clayton called back with Mike Brautigam (AT&T Denver). Circuit was written as it had been at One Washington Mall as AMISF. Unclear why ½ of circuit was showing B8ZSF. KDL called Jack Dillon (ETI PBX vendor) to verify what circuit should read. Jack confirmed it should be D4-AMI. Reported this information to Dick and Mike and Mike says the correction is a matter of typing information into translation. Will wait for call back from Dick Clayton to confirm circuit has tested okay.

3:00 Update from Dick Clayton: AT&T is fighting a paperwork battle with Verizon. Based on information from Verizon tech (Jackson) to KDL it was indicated that station work was completed in the two hours spent on premises this morning. Per Dick, this is not how the tech completed his paperwork. (Paperwork turned in by Jackson does not indicate that station work is complete.) Dick will get back to me with another update.

4:30 Dick Clayton (AT&T Escalation Manager) called with an update: AT&T and Verizon are fighting over paperwork still. The issue is that Verizon is insisting that an order be issued which would put the due date out a couple of days and AT&T is insisting no order is needed because Verizon made a mistake – the order was issued properly by AT&T with AMI optioning. Dick has escalated this new issue to 3rd level at Verizon.

7/6/01: 10:20 Dick Clayton called to inform that there is no updated status. AT&T & Verizon are still arguing about paperwork. AT&T insists the order was issued correctly and no additional order is needed. Verizon is demanding an order to change options on circuit to AMISF (see notes above). Dick says that issue has been escalated aggressively above 3rd level at Verizon. He will call again with further update.

1:45 Per Dick Clayton: He just received an email from the AT&T Denver location. Per that email, this work order issue has been escalated to 5th level . Per Verizon 5th level they are working a Central Office issue and attempting to complete the order. As further information develops Dick will call again.

4:15 Dick Clayton called to report that a Verizon tech should be re-dispatched first thing Monday (July 9th) morning. He asked that technician not leave without calling him first.

7/9/01: 10:30am AMG called Dick Clayton to report that no technician had arrived. While on the phone, the Verizon tech arrived at ETI. Dick requested to speak with the technician before he left our premises upon completion of his work.

12:00 Verizon technician arrived at approximately 10:30 and completed his end of the work order in about 30-45 minutes. He spoke with Dick Clayton to confirm current status. He then sat and waited for his C.O. tech to call back to complete testing of the T-1. At noon he went to lunch and said he would return to wait for the call back from the C.O. The Verizon technician (Bob) remarked that it was not unusual to have to wait a significant amount of time for a test call-back.

1:00 Bob (Verizon tech) returned from lunch to place a 4th call to request someone to assist in testing/completing T-1 installation. He indicated that he had not only left three voicemails for this individual, but had also called a main number to have someone place a message on the individual's desk with his phone number requesting a call-back.

2:00 Per Bob (Verizon tech) the circuit is not testing okay yet. The error message he is receiving indicates that it is still not optioned correctly. He is continuing to work with his C.O. technicians to correct the problem.

2:45 Dick Clayton (AT&T Escalation Manager) called for status. Reported to him that the Verizon technician was still working to resolve the installation

4:45 C.O. work not done per (Bob) Verizon tech. He will not close out the order; he will return it "C.O. work not completed". He offered the explanation that the order was written with the wrong option – that it should have been an AMI option and AT&T issued the order incorrectly. KDL indicated that ETI did not believe that this is the case. He has promised to return to ETI regardless of his job load for tomorrow.

4:50 KDL called Dick Clayton to give him current status. He will make phone calls to ensure that Verizon returns tomorrow.

7/10/01: 9:25am Dick Clayton called to check if Verizon tech had returned. No tech on site yet. Dick assures us that aggressive calls were made to Verizon and the C.O. problem concerning optioning on circuit is to be corrected this morning. He wants to be called as soon as the tech arrives on site.

11:00 Dick Clayton called to report Verizon still working on C.O. problem. He will report back with additional status as it becomes available.

11:10 LLS received call from Verizon tech (Bob). It is now a C.O. issue, being tested, moving along, but there is still an optioning problem. The circuit is still showing a combination of AMI and B8ZS instead of only AMI (as requested by ETI/AT&T). He has contacted his boss and the C.O. boss; it is a ticket issue, they are stuck with the schedule. The sequence of the positions are that they have not been optioned all the same. Circuit must be re-optioned. Bob (Verizon tech) will have someone email Mike Brautigam (AT&T Denver) once they have successfully optioned the sequence correctly. Everything on site is ready to go. (Station work is complete.) LLS asked if once C.O. issue is cleared, should AT&T be able to test line successfully – Bob said yes – and once again apologized and expressed embarrassment at his continuing inability to complete the order and offered that he is doing all he can.

11:20 Gave Dick Clayton the updated status from Verizon.

2:05 Verizon tech (Bob) called to let ETI know that the “circuit is ready to go”. They are in the process of running a series of patterns; once that is complete they will email AT&T Denver who in turn should be calling ETI.

2:10 Reported updated status to Dick Clayton.

4:10 Dick Clayton speaks with AMG regarding the order to take forward off POTS lines, inquiring if AMG will phone him or Michael Brautigam. Anne obtains Brautigam’s telephone numbers (303-749-6372 or cell 720-320-8030) and says that she will conference with both Dick and Mike when the message is received that the T-1 is operational. AMG left message for Brautigam to phone her when Verizon emails AT&T indicating that central office work is finished and ready for testing.

6:20 p.m. Mike Brautigam (AT&T Denver) returns AMG call of 5:40 p.m.; he says that he has received no email, but has tested line and found a "hard loop". He says they will continue to test and he will try to reach Verizon. He will assign an additional tech to test during the night.

7:20 pm. Mike Brautigam phones again, leaves message on AMG voice mail. Verizon claims to have emailed. Email has not made it to AT&T. Circuit is still showing a "hard loop." He will continue the process with an additional tech overnight and phone tomorrow morning with status.

7/11/01: 11:30 a.m. Mike Brautigam phones to report that the hard loop has been removed, but that there are still problems with the circuit having to do with bits. He will continue to hound Verizon and hopes that the circuit will be completed and tested today.

3:40 AMG spoke with Mike Brautigam. He reports that AT&T is still testing the circuit; Verizon had to replace card in co-locate; will continue to test; hopes to call back in half hour with better status.

7/12/01: 10:15 a.m. T-1 still not operational.

4:00 p.m. Per Dick Clayton AT&T is still working the 'bit' problem issue and hopes to have it resolved by the end of the day.

6:30 p.m. Message left by Dick Clayton on voicemail of AMG that AT&T has requested Verizon re-map the circuit for the 3rd time on Friday, 7/13. On the 12th, Verizon had changed out card again and was still getting errors; it seems Verizon "unplugged something" that shouldn't have been disconnected and that resulted in 5 hours on the 12th where nothing could be accomplished; he hopes to have better news on the 13th.

7/13/01: 2:15 p.m. Per Dick Clayton, Verizon completed re-mapping the circuit and when AT&T tested it, there were still errors on the T-1; Verizon is presently re-mapping the circuit for the 4th time.

5:28 p.m. Dick Clayton calls AMG to report the T-1 is now up and should be functional.

6:00 p.m. T-1 connected. After rebooting switch and in-house testing, AMG phones Dick Clayton and conferences Matt Abdullah (303-749-6423 - Denver contact) for verification of information as the forward orders are removed from the POTS lines. Lines were tested from Denver and process completed at about 7:30 p.m.