

1 COMMISSIONER SQUIRES: Really.

2 MR. SEARS: Again, the staff there simply made a  
3 statement, which was we will not have any not  
4 satisfieds in our final report, and they stuck with  
5 it.

6 CHAIRMAN MATHIAS: Define for me when the dam  
7 broke. How did the dam break in Illinois comparable  
8 to the experience which you just had?

9 MR. SEARS: I think the dam probably broke when I  
10 got a call from the executive vice president saying  
11 we're ready to test pre-orders now and we hear you are  
12 holding it up, and I said, well, I'll give you the  
13 11 trouble ticket numbers that we have open on the 11  
14 of the 12 pre-orders that don't work at all, and  
15 somebody woke up to the fact that they couldn't bluff  
16 their way through this.

17 CHAIRMAN MATHIAS: That was the vice president of  
18 what company?

19 MR. SEARS: Verizon.

20 CHAIRMAN MATHIAS: So the incumbent local exchange  
21 carrier woke up to the recognition that they had to  
22 comply with the test?

1 MR. SEARS: I will not pretend to know what the New  
2 York commissioner was doing during this time. I have  
3 no idea, but there was clearly a point where things --  
4 in fact, we almost became overwhelmed with the pace of  
5 things that were getting fixed and how much good stuff  
6 was being thrown at us during that time period.

7 CHAIRMAN MATHIAS: So the incumbent local exchange  
8 carrier became more responsive to your requests and  
9 observations?

10 MR. SEARS: I think there was a -- perhaps a  
11 begrudging acceptance that we were probably right more  
12 often than we were wrong when we found problems.

13 CHAIRMAN MATHIAS: Are there other questions?

14 (No response.)

15 I have just a few. Along that line, on  
16 Page 20 of the report that you provided to us, you  
17 indicated "KPMG Consulting, with regard to  
18 clarification interview requests, has issued 276  
19 data/clarification/interview requests. KPMG has  
20 received full and complete responses to 93 of these 34  
21 percent."

22 In the next bullet of the page "KPMG has