Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST:	AT&T Communications of New England, Set #4
DATED:	October 24, 2001
ITEM: ATT-VZ 4-2	For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of circuits (as defined in Instruction No. 14) ordered or requested from Verizon, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.
SUPPLEMENTAL REPLY:	Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 166S

Attachment
ATT-VZ 4-2
VZ #166 S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-2 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of circuits (as defined in Instruction No. 14) ordered or requested from Verizon, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.

SUPPLEMENTAL REPLY: The attached spreadsheet contains the available data from January through October 2001 on an interstate and intrastate basis for special services (retail) provided by Verizon MA. Wholesale data will be supplemented as soon as available. The interstate retail data relates to services provided under FCC Tariff No. 11. The intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon cannot differentiate the retail data by type of customer (*e.g.*, end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

VZ # 4S

Attachment
ATT-VZ 4-2
VZ # 166S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-2

For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of circuits (as defined in Instruction No. 14) ordered or requested from Verizon, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.

SECOND SUPPLEMENTAL REPLY:

The attached spreadsheet contains the available data from January through October 2001 on a combined interstate and intrastate basis for special services (retail) provided by Verizon MA. The data is not available by jurisdiction.

VZ #4S

Verizon New England Inc.
D/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST:	AT&T Communications of New England, Set #4
DATED:	October 24, 2001
ITEM: ATT-VZ 4-2S	For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of circuits (as defined in Instruction No. 14) ordered or requested from Verizon, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.
SECOND SUPPLEMENTAL REPLY:	Attached is the relevant supplemental reply filed in D.T.E. 01-34 on December 12, 2001.

VZ # 166S

Attachment
ATT-VZ 4-2 S
VZ #166S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-2 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of circuits (as defined in Instruction No. 14) ordered or requested from Verizon, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.

SECOND SUPPLEMENTAL REPLY: The attached spreadsheet contains the available data from January through October 2001 on a combined interstate and intrastate basis for special services (retail) provided by Verizon MA. The data is not available by jurisdiction.

VZ #4S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST:	AT&T Communications of New England, Set #4
DATED:	October 24, 2001
ITEM: ATT-VZ 4-3	For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state the number of circuits (as defined in Instruction No. 14) that Verizon completed each month, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders**.**
SUPPLEMENTAL REPLY:	Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 167S

Attachment
ATT-VZ 4-3
VZ #167S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-3

For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state the number of circuits (as defined in Instruction No. 14) that Verizon completed each month, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders**.**

SUPPLEMENTAL REPLY:

The attached spreadsheet contains the available data from January through October 2001 on an interstate and intrastate basis for special access (wholesale) and special services (retail) provided by Verizon MA. The interstate wholesale and retail data relate to services provided under FCC Tariff No. 11. The intrastate wholesale data relate to services provided under DTE Tariff No. 15, and the intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon cannot differentiate the retail data by type of customer (*e.g.*, end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

VZ # 5S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST:	AT&T Communications of New England, Set #4
DATED:	October 24, 2001
ITEM: ATT-VZ 4-4	For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of completed circuits (as defined in Instruction No. 14) given in response to ATT-VZ 1-3 that were installed by the due date, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.
SUPPLEMENTAL REPLY:	Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 168S

Attachment
ATT-VZ 4-4
VZ 168S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-4 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of completed circuits (as defined in Instruction No. 14) given in response to WCOM/ATT-VZ 1-3 that were installed by the due date, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.

SUPPLEMENTAL REPLY: The attached spreadsheet contains the available data from January through October 2001 on an interstate and intrastate basis for special access (wholesale) and special services (retail) provided by Verizon MA. The interstate wholesale and retail data relate to services provided under FCC Tariff No. 11. The intrastate wholesale data relate to services provided under DTE Tariff No. 15, and the intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon cannot differentiate the retail data by type of customer (*e.g.*, end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM ATT-VZ 4-5 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of completed circuits (as defined in Instruction No. 14) given in response to ATT-VZ 1-3 that were not installed by the due date, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders. Please state:

(a) the number of completed circuits (as defined in Instruction No. 14) not installed by the due date for Verizon reasons, including but not limited to, lack of Verizon facilities, Verizon personnel, or other reasons for which Verizon was responsible;

(b) the number of completed circuits (as defined in Instruction No. 14) not installed by the due date as a result of CNR.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 169S

Attachment
ATT-VZ 4-5
VZ #169S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-5

For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of completed circuits (as defined in Instruction No. 14) given in response to WCOM/ATT-VZ 1-3 that were not installed by the due date, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders. Please state:

(a) the number of completed circuits (as defined in Instruction No. 14) not installed by the due date for Verizon reasons, including but not limited to, lack of Verizon facilities, Verizon personnel, or other reasons for which Verizon was responsible;

(b) the number of completed circuits (as defined in Instruction No. 14) not installed by the due date as a result of CNR.

SUPPLEMENTAL REPLY:

a-b) The attached spreadsheet contains the available data from January through October 2001 on an interstate and intrastate basis for Verizon MA's Misses and Customer Misses relating to special access (wholesale) and special services (retail) provided by Verizon MA. The interstate wholesale and retail data relate to services provided under FCC Tariff No. 11. The intrastate wholesale data relate to services provided under DTE Tariff No. 15, and the intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon

cannot differentiate the retail data

SUPPLEMENTAL REPLY:
(cont'd)

by type of customer (*e.g.*, end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

VZ # 7S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-6 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, as of the end of each month, provide the number of uncompleted circuits (as defined in Instruction No. 14) categorized by "age" (defined as the number of business days since an executable service request was received). Please exclude disconnects, Verizon test orders, Verizon administrative orders and records only orders. Provide age groups as follows: 1-5 days, 6-10 days, 11-20 days, 21-30 days, 31-40 days, and 40+ days.

REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 170S

Attachment
ATT-VZ 4-6
VZ 170S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-6

For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, as of the end of each month, provide the number of uncompleted circuits (as defined in Instruction No. 14) categorized by "age" (defined as the number of business days since an executable service request was received). Please exclude disconnects, Verizon test orders, Verizon administrative orders and records only orders. Provide age groups as follows: 1-5 days, 6-10 days, 11-20 days, 21-30 days, 31-40 days, and 40+ days.

SUPPLEMENTAL REPLY:

The attached spreadsheet contains the available data from January through October 2001 on an interstate and intrastate basis for special access (wholesale) and special services (retail) provided by Verizon MA. The interstate wholesale and retail data relate to services provided under FCC Tariff No. 11. The intrastate wholesale data relate to services provided under DTE Tariff No. 15, and the intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon cannot differentiate the retail data by type of customer (*e.g.*, end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-7 For each of your answers to Questions 5 and 6, and all broken-out subparts thereto, provide the ground(s) asserted by Verizon for failing to complete the order on the due date including, but not limited to:

(a) lack of Verizon IOF facilities,

(b) lack of Verizon OSP or Loop facilities;

(c) lack of Verizon CO;

(d) due to Verizon CPC, Verizon CATC, or Verizon Dispatch; and/or

(e) other reasons for which Verizon was responsible; or

(f) CNR.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 171S

Attachment
ATT-VZ 4-7
VZ# 171S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-7

For each of your answers to Questions 5 and 6, and all broken-out subparts thereto, provide the ground(s) asserted by Verizon for failing to complete the order on the due date including, but not limited to:

(a) lack of Verizon IOF facilities,

(b) lack of Verizon OSP or Loop facilities;

(c) lack of Verizon CO;

(d) due to Verizon CPC, Verizon CATC, or Verizon Dispatch; and/or

(e) other reasons for which Verizon was responsible; or

(f) CNR.

SUPPLEMENTAL REPLY:

a-f) The attached spreadsheet contains the available data from January through October 2001 on an interstate and intrastate basis for special access (wholesale) and special services (retail) provided by Verizon MA. The interstate wholesale and retail data relate to services provided under FCC Tariff No. 11. The intrastate wholesale data relate to services provided under DTE Tariff No. 15, and the intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon cannot differentiate the retail data by type

of customer (*e.g.*,

SUPPLEMENTAL REPLY:
(cont'd)

end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

Both the interstate and intrastate wholesale data is provided by the specific categories tracked by Verizon, as shown on the attachment. Below is an index code and brief definition for each of the interstate/intrastate retail special service categories tracked by Verizon :

Company reasons

- CF lack of Verizon OSP or Loop facilities
- CS lack of Verizon CO;
- CA loop assignment center caused missed appointment
- CL Company work load
- CB Business office miss
- CO other reasons for which Verizon was responsible
- CC Company Crises

Subscriber/Customer Reasons

- SA Sub no access
- SR Sub not ready
- SL Sub later
- SO Sub other
- SP Sub prior or early

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST:	AT&T Communications of New England, Set #4
DATED:	October 24, 2001
ITEM: ATT-VZ 4-13	For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of past due orders coded CNR, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.
SUPPLEMENTAL REPLY:	Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 177S

Attachment
ATT-VZ 4-13
VZ #177S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-14 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month the number of past due orders coded CNR, excluding disconnects, Verizon test orders, Verizon administrative orders, and records only orders.

SUPPLEMENTAL REPLY: The attached spreadsheet contains the available data from January through October 2001 on an interstate and intrastate basis for special access (wholesale) and special services (retail) provided by Verizon MA. The interstate wholesale and retail data relate to services provided under FCC Tariff No. 11. The intrastate wholesale data relate to services provided under DTE Tariff No. 15, and the intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon cannot differentiate the retail data by type of customer (*e.g.*, end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

See also the attachment to Verizon MA's Reply to WCOM/ATT 1-7(B).

VZ # 16S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-17 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month:

(a) the average installation interval; and

(b) the average number of business days between the date on which an executable service request was received and the due date committed to by Verizon.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on November 30, 2001.

VZ # 181S

Attachment
ATT-VZ 4-17
VZ # 181S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Nancy McFeeley
Larry Umland
Title: Vice President
Manager – Performance Assurance

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-18 For each report dimension and service disaggregation indicated in Instruction 13 and utilizing the time period specified in Instruction 9, state for each month:

(a) the average installation interval; and

(b) the average number of business days between the date on which an executable service request was received and the due date committed to by Verizon.

SUPPLEMENTAL REPLY: a-b) The attached spreadsheet contains October and November 2001 data for the interstate and intrastate special access (wholesale) services provided by Verizon MA, which is the only available data responsive to this request. Data relating to interstate and intrastate special services (retail) provided by Verizon MA includes the period from January through October 2001. The interstate wholesale and retail data relate to services provided under FCC Tariff No. 11. The intrastate wholesale data relate to services provided under DTE Tariff No. 15, and the intrastate retail data relate to services provided under DTE Tariff No. 10. Verizon cannot differentiate the retail data by type of customer (*e.g.*, end user, affiliated carriers, non-affiliated carriers). The retail special services data is provided from the same database underlying Verizon's Carrier-to-Carrier reports, excluding disconnects, test orders, administrative orders, and records only orders, in accordance with the parameters of the above request.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

Respondent: William Taylor
Title: Senior Vice President, NERA
Respondent: Robert Mudge
Title: President Verizon MA

REQUEST: Attorney General, Set 4

DATED: October 3, 2001

ITEM: AG-VZ 4-11S Please refer to Verizon's response in AG-VZ-1-8(a) and AG-VZ-2-2(e).

a. Please give the edition number, page number, and paragraph reference in the CLEC 2001 Study for each RCN reference described in Verizon MA's response to AG-VZ-1-8(a). Please note that this is our second request for this information.

b. Please provide copies of the pages referenced above.

SUPPLEMENTAL REPLY: Pursuant to the Hearing Officer's ruling of December 12, 2001, Verizon MA is providing copies of the pages identified in part a. of this interrogatory. These data are the confidential and proprietary information of New Paradigm Resources, Inc. that may not be disclosed by Verizon MA beyond this docket without its authorization. The information is, accordingly, being provided under a protective agreement. Please see the attached.

VZ # 126S

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST:	AT&T Communications of New England, Set #4
DATED:	October 24, 2001
ITEM: ATT-VZ 4-10	For each report dimension and service disaggregation indicated in Instruction 13, describe Verizon's policies, practices, and processes for handling non-executable service requests, *e.g..*, if Verizon uses the query process for carrier customers, please describe the process that Verizon uses with its retail customers.
SUPPLEMENTAL REPLY:	Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 174S

Attachment

ATT-VZ 4-10
VZ #174

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-11 For each report dimension and service disaggregation indicated in Instruction 13, describe Verizon's policies, practices, and processes for handling non-executable service requests, *e.g..*, if Verizon uses the query process for carrier customers, please describe the process that Verizon uses with its retail customers.

REPLY: For retail customers, in the case of a non-executable order, the Company contacts the customer to negotiate a new due date depending upon the circumstances.

With respect to carriers, non-executable orders include an Access Service Request (ASR) with information submitted by the carrier that is incorrect or incomplete. In the case of an incomplete ASR, the ASR is queried back to the customer by placing the ASR in Open Query status. When a query is opened, the ASR stays in Open Query status until a supplement ASR is submitted by the carrier with the required information. Verizon makes three attempts to contact the carrier to request a supplemental ASR within 30 days. If after three attempts the carrier does not respond, the original ASR is cancelled.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-11 For each report dimension and service disaggregation indicated in Instruction 13, describe Verizon's policies, practices, and processes for obtaining data from each of the categories of customers in the report dimensions so that an executable service request can be created in the format required by Verizon, including but not limited to:

(a) identifying any instruction or materials provided by Verizon to CLECs, IXCs or ISPs;

(b) any organizations, centers, and titles of individuals involved in any such processes; and

(c) whether steps in the various processes are performed manually or electronically.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 175S

Attachment
ATT-VZ 4-11

VZ #175

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-12 For each report dimension and service disaggregation indicated in Instruction 13, describe Verizon's policies, practices, and processes for obtaining data from each of the categories of customers in the report dimensions so that an executable service request can be created in the format required by Verizon, including but not limited to:

(a) identifying any instruction or materials provided by Verizon to CLECs, IXCs or ISPs;

(b) any organizations, centers, and titles of individuals involved in any such processes; and

(c) whether steps in the various processes are performed manually or electronically.

REPLY: a-c) Verizon has designed and implemented provisioning processes to ensure that all customers are handled in a nondiscriminatory manner, including an affiliated carriers such as Genuity. There are two Carrier Account team Centers (CATC) that handle special service orders. The CATCs are located in Boston, MA and New York. These centers allow carriers to place Access Service Requests (ASR) in three different ways. Two of those methods

are electronic, and one is by fax.

REPLY: WCOM/ATT 1-12 (cont'd)

The electronic methods to submit an ASR are via the Carrier Services Gateway (CSG) and the Connect:Direct (formerly known as Network Data Mover). CSG is a web-based application that is provided to customers who desire to place ASRs electronically, but may not have a stand-alone application in place to perform such tasks.

The Connect:Direct is a file transmission method that is utilized to exchange information within and between customers. Customers and Verizon work together to establish a direct interface between the customer's application and the Verizon provisioning systems to accept service requests and communicate acknowledgements, errors, etc. Customer's interfacing with Verizon in Massachusetts connect to the CAFÉ database. Although available to any customer, Connect:Direct is usually implemented by customers with large volumes or orders.

In addition to the electronic methods, faxed ASRs are accepted at Verizon's CATC locations.

Electronically generated ASRs are subject to a series of edit checks as they pass through CAFÉ. Faxed ASRs are manually entered by Verizon employees into the provisioning system and submitted for processing. Once the service orders have been entered into CAFE , the ASRs will appear in an associated work list in the order in which they were received. ASRs are completed on a first come, first serve basis, regardless of the identity of the customer. The only exception is when a customer submits an "expedited" order. Expedited orders receive priority over non-expedited orders and have an additional fee associated with them, in accordance with established tariffs. Service representatives process the orders, performing verifications and validations. Orders are also subject to facility verification.

End user customers order special services directly from Verizon and not through the ASR process.

VZ # 14

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-12 For each report dimension and service disaggregation indicated in Instruction 13:

(a) describe any policies, practices and processes Verizon uses to define a CNR situation and to determine that a past due order is properly coded CNR; and

(b) describe any policies, practices and processes relating to documenting or reporting a CNR situation for past due orders

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 176S

Attachment
ATT-VZ 4-12
VZ #176

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-13 For each report dimension and service disaggregation indicated in Instruction 13:

(a) describe any policies, practices and processes Verizon uses to define a CNR situation and to determine that a past due order is properly coded CNR; and

(b) describe any policies, practices and processes relating to documenting or reporting a CNR situation for past due orders.

REPLY: (a) CNR is defined as a condition that meets the following criteria:

?? Verizon has completed all end to end provisioning work and is ready to turn up the service, but the customer or its designated agent is unable or declines to accept the service at the time of dispatch for a number of customer related reasons, and/or:

?? In order to complete the provisioning work, Verizon requires access to the demarcation location and or terminal location, and that access is denied or the customer is unavailable to grant access.

Verizon conducts operational reviews to ensure the correct and proper coding of all Missed Function Codes. As part of its quality review

process, Verizon personnel review a technician's work to ensure that past due orders are properly coded.

REPLY: WCOM/ATT 1-13 (cont'd)

(b) Verizon utilizes Jeopardy/Missed Function Code on an order to provide a means of measuring and tracking non-conformances on CNR for Complex Services. These codes provide pertinent information documenting why a critical date was missed on a provisioning order. The Jeopardy / Missed Function Code explains the reason for the CNR. If the customer will not be ready on the due date, then Verizon posts the C01 JEP code against the due date on the order, notifies the negotiator and the Special Services Dispatch and Acceptance Center, and puts the relevant information into the WFA-C OSSLOG database.

VZ # 15

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-14 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies, practices and processes Verizon uses to prevent a CNR situation. Your response should include, but not be limited to:

(a) a description of the activities in which technicians engage (*e.g.*, please state whether technicians call the customer before attempting installation; if so, please state when such a call is made. Please state whether Verizon calls the ordering carrier if a customer is not ready; if so, please state whether the call is made from the customer's premises).

(b) a description of any changes made to the CNR process over the past three years and the date(s) on which such changes were implemented;

(c) a description of any training material(s) or customer notification(s) regarding the CNR process.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 178S

Attachment

ATT-VZ 4-14
VZ #178

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-15 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies, practices and processes Verizon uses to prevent a CNR situation. Your response should include, but not be limited to:

(a) a description of the activities in which technicians engage (*e.g.*, please state whether technicians call the customer before attempting installation; if so, please state when such a call is made. Please state whether Verizon calls the ordering carrier if a customer is not ready; if so, please state whether the call is made from the customer's premises).

(b) a description of any changes made to the CNR process over the past three years and the date(s) on which such changes were implemented;

(c) a description of any training material(s) or customer notification(s) regarding the CNR process.

REPLY: (a) Verizon CATC personnel contact the carrier customer ordering the circuit at the reach number on the order. The Company will verify the circuit was ordered, confirm the due date, verify station locations, obtain the local contact person and telephone number for each station, and obtain any pertinent access information and verify that the premises will be available. The contact person will put

REPLY: WCOM/ATT 1-15 (cont'd)

notes in WFA/DO system documenting the contact. If the due date is in jeopardy of being missed, the customer is advised of the status of the order and what is being done to make the due date and when the customer can expect the work to be completed.

If the customer contacts Verizon and indicates a problem on the due date and requests a new date, Verizon will check to see if the dispatch can be reasonably accommodated. If not, the customer will be informed that all of Verizon's technicians are busy and that Verizon will cover the dispatch on the next available business day. The customer is offered an opportunity to negotiate a dispatch outside of normal business hours with appropriate overtime charges.

End user customers are notified by the negotiation center representative of the committed due date when facility checks are completed and an installation date is obtained**.**

(b-c) Verizon has established methods and procedures documentation relating to the CNR process for all services that are used as training materials for its support personnel and technicians. There have been no material changes to those well-established processes and procedures during the past three years.

VZ # 17

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-15 For each report dimension and service disaggregation indicated in Instruction 13, state for each month the average number of business days before Verizon committed to an order due date in a FOC, or by any other means, once an executable service request was received. If Verizon does not provide a FOC for its retail customers and its affiliated carrier customers, explain in detail:

(a) how Verizon notifies retail customers and affiliated carrier customers of the committed due date, and

(b) the internal process through which such due date is generated and provided.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 179S

Attachment

ATT-VZ 4-15
VZ #179

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-16 For each report dimension and service disaggregation indicated in Instruction 13, state for each month the average number of business days before Verizon committed to an order due date in a FOC, or by any other means, once an executable service request was received. If Verizon does not provide a FOC for its retail customers and its affiliated carrier customers, explain in detail:

(a- how Verizon notifies retail customers and affiliated carrier customers of the committed due date, and

(a- the internal process through which such due date is generated and provided.

REPLY: (a-b) See attached.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-16 For each report dimension and service disaggregation indicated in Instruction 13, describe:

(a) how Verizon establishes due dates and communicates those due dates to the customer;

(b) the process by which facility checks are performed prior to establishing and/or communicating such due dates;

(c) whether any part of the process for establishing a due date involves negotiations with the customer. If so, please explain in detail the nature of those negotiations.

(d) any changes Verizon has made over the past three years to the process for establishing a due date and the date(s) on which such changes were implemented;

(e) any policies, practices and processes concerning how and when Verizon notifies customers (including CLEC end users) that a jeopardy situation may occur. Please state for each month the average number of business days in advance of the original due date by which customers are informed of the possible jeopardy situation.

(f) describe any policies, practices and processes concerning how and

when Verizon notifies customers (including CLEC end users) that a jeopardy situation has occurred. Please state for

each month the average number of business days in advance of the original due date by which customers are informed of the jeopardy situation.

(g) any policies, practices and processes concerning how and when Verizon negotiates a new due date with customers (including CLEC end users) when a jeopardy situation may, will or has occurred.

(h) any training materials and/or notification provided to employees regarding the policies, practices, or processes requested in (e) – (g).

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 180S

Attachment

ATT-VZ 4-16
VZ #180

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-17 For each report dimension and service disaggregation indicated in Instruction 13, describe:

(a) how Verizon establishes due dates and communicates those due dates to the customer;

(b) the process by which facility checks are performed prior to establishing and/or communicating such due dates;

(c) whether any part of the process for establishing a due date involves negotiations with the customer. If so, please explain in detail the nature of those negotiations.

(d) any changes Verizon has made over the past three years to the process for establishing a due date and the date(s) on which such changes were implemented;

(e) any policies, practices and processes concerning how and when Verizon notifies customers (including CLEC end users) that a jeopardy situation may occur. Please state for each month the average number of business days in advance of the original due date by which customers are informed of the possible jeopardy situation.

ITEM: WCOM/ATT 1-17 (cont'd)

(f) describe any policies, practices and processes concerning how and when Verizon notifies customers (including CLEC end users) that a jeopardy situation has occurred. Please state for each month the average number of business days in advance of the original due date by which customers are informed of the jeopardy situation.

(g) any policies, practices and processes concerning how and when Verizon negotiates a new due date with customers (including CLEC end users) when a jeopardy situation may, will or has occurred.

(h) any training materials and/or notification provided to employees regarding the policies, practices, or processes requested in (e) – (g).

REPLY: (a-h) See Verizon MA's Replies to WCOM/ATT 1-11, WCOM/ATT 12, WCOM/ATT 13, WCOM/ATT 15 and WCOM/ATT 16.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-18 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies and practices relating to on-time installations, past due installations, and maintenance and repair with respect to, but not limited to, the following:

(a) documenting and reporting;

(b) employees; and

(c) payments or credits to the various categories of customers.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 182S

Attachment
ATT-VZ 4-18

VZ #182

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-19 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies and practices relating to on-time installations, past due installations, and maintenance and repair with respect to, but not limited to, the following:

(c) documenting and reporting;

(d) employees; and

(e) payments or credits to the various categories of customers.

REPLY: (a-b) See Verizon MA's Reply to WCOM/ATT 1-16 and the attached.
(f) To the extent applicable, policies and practices are included in the appropriate Verizon Federal and state tariffs.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-19 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies and practices relating to installation intervals for new special services with respect to, but not limited to, the following:

(a) documenting and reporting;

(b) employees;

(c) and payments or credits to the various categories of customers.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 183S

Attachment

ATT-VZ 4-19
VZ #183

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-20 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies and practices relating to installation intervals for new special services with respect to, but not limited to, the following:

(a) documenting and reporting;

(b) employees;

(c) and payments or credits to the various categories of customers.

REPLY: a-b) For wholesale (access) and retail special services, the appropriate Federal or state tariff requirements apply for determining installation intervals. Verizon's policy is to meet the customer's needs to the extent possible. However, due to a variety of Company and customer-related reasons, requested due dates may not be met.

c) Verizon's tariffs do not provide payments or credits based upon specific interval requirements.

VZ # 22

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-20 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies or practices relating to complaints by any customer concerning Verizon's performance (including but not limited to escalations) about new special service installations with respect to, but not limited to, the following:

(a) documenting and reporting;

(b) employees; and

(c) payments or credits to the various categories of customers.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 184S

Attachment
ATT-VZ 4-20
VZ #184

Verizon New England Inc.
D/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-21 For each report dimension and service disaggregation indicated in Instruction 13, describe any policies or practices relating to complaints by any customer concerning Verizon's performance (including but not limited to escalations) about new special service installations with respect to, but not limited to, the following:

(a) documenting and reporting;

(b) employees; and

(c) payments or credits to the various categories of customers.

REPLY: (a-b) Depending upon the specifics of a complaint, customers can initiate or check on the status of a special service complaint by calling the Company directly or by accessing the Company's website at www.verizon.com.

(c) Depending upon the specifics of a complaint, payments or credits would be determined by the appropriate Verizon Federal and state tariffs.

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-22 For each report dimension and service disaggregation indicated in Instruction 13, describe any processes, policies or practices relating to installation trouble reports, including, but not limited to:

(a) documenting and reporting;

(b) employees, and

(c) payments or credits issued to the various categories of customers.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 186S

Attachment

ATT-VZ 4-22
VZ #187

Verizon New England Inc.
D/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-23 For each report dimension and service disaggregation indicated in Instruction 13, describe any processes, policies or practices relating to installation trouble reports, including, but not limited to:

(c) documenting and reporting;

(c) employees, and

(c) ©payments or credits issued to the various categories of customers.

REPLY: (a-b) Handling of "Installation Reports" (I-Reports) is governed by local installation and maintenance center practices. The overall instance percentage is tracked based on a trouble report received within 30 days of installation. Reports are handled by the appropriate maintenance and installation departments, and can be used for identifying process improvement needs and for training purposes.

In addition, Verizon has in place methods and procedures for handling chronic and repeat trouble reports. These methods and procedures serve as a guideline for all Complex Service Centers when handling a trouble condition identified as a Chronic or Repeater Trouble. A chronic condition exists when the customer reports an out of service or degraded service condition three (3) or more times within a 30 day period. A repeater condition

REPLY: WCOM/ATT 1-23 (cont'd)

occurs when a customer reports an out of service or degraded service condition two (2) times within a 30-day period. All associated databases such as NSDB, WFA, TIRKS, etc are checked to ensure that they accurately reflect the actual circuit design. Testing is done as necessary, using standard tests, e.g., Network Services Reference Manual (NSRM), as required for the service being reported in trouble.

If a trouble is found in the in Verizon facilities, the trouble is cleared and documented. If a trouble is found in Customer Provided Equipment, or on the Customer's side of the Rate Demarcation Point (RDP), the trouble is coded CPE, and the customer is notified. If no trouble is found, then an Information (IN) ticket is opened to track the chronic/repeater repair process. The customer is notified and permission is sought to access and monitor the circuit. Verizon will then assign a technician or a group of technicians to administer the repeater/chronic process. Finally, the circuit is flagged in WFA/C as a chronic/repeater trouble.

(c) Verizon does not track this information.

VZ #25

Verizon New England Inc.
d/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-31

REQUEST: AT&T Communications of New England, Set #4

DATED: October 24, 2001

ITEM: ATT-VZ 4-24 For each report dimension and service disaggregation indicated in Instruction 13, describe any processes, policies or practices relating to trouble reports after new installations, including, but not limited to:

(a) documenting and reporting;

(b) employees; and

(c) payments or credits to the various categories of customers.

SUPPLEMENTAL REPLY: Attached is a relevant supplemental reply filed in D.T.E. 01-34 on December 13, 2001.

VZ # 188S

Attachment
ATT-VZ 4-24
VZ #188

Verizon New England Inc.
D/b/a Verizon Massachusetts

Commonwealth of Massachusetts

D.T.E. 01-34

Respondent: Steven Cannell
Jerome Holland
Title: Vice President

REQUEST: WorldCom & AT&T Communications of New England, Inc., Set #1

DATED: October 17, 2001

ITEM: WCOM/ATT 1-25 For each report dimension and service disaggregation indicated in Instruction 13, describe any processes, policies or practices relating to trouble reports after new installations, including, but not limited to:

(a) documenting and reporting;

(b) employees; and

(c) payments or credits to the various categories of customers.

REPLY: See Verizon's Reply to WCOM/ATT 1-23.