

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

Commonwealth of Massachusetts

D.T.E. 02-8

Respondent: Francesco S. Mattera

Title: Director

REQUEST: Conversent Communications of Massachusetts, Set #1

DATED: April 23, 2002

ITEM: Conversent 1-17 Please refer to footnote 25 on page 31 of the Verizon Panel Testimony where it states that "Verizon's own employees undergo significant training before they are permitted to work in CO, and some are even specifically trained and authorized to work on particular CO equipment, as noted above." Please identify all of the training that Verizon's own employees undergo before they are permitted to work in the CO. Please provide the average number of training days for each Verizon technician and provide copies of all training manuals.

**SUPPLEMENTAL
REPLY:** See attached list of courses referred to in Verizon MA's Reply to Conversent 1-17."

VZ # 116S