

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title: Director

Respondent: Lawrence R. Craft

Title: Manager

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-1 Would Verizon deny a collocation identification badge or access card to a collocater's employee based on *any* felony conviction within the last seven years? If not, please state the factors that Verizon would consider in determining whether to issue a badge and card and the procedure Verizon employs for making such a determination.

REPLY: No. Verizon MA considers the following factors in determining whether to issue a collocation badge or access card to a collocater employee with a felony conviction within the last seven years: (1) the severity of the offense; (2) the time elapsed since the completion of the sentence; (3) evidence of rehabilitation (*e.g.*, successfully held other jobs); and (4) job relevance (*i.e.*, the relationship of the offense to the position for which the individual has applied). This is consistent with Verizon's own hiring practice criteria, as set forth in the Company's "Employment Background Investigation Policy" and "Employment Background Investigations - Procedures and Guidelines." Earlier versions of those documents were previously filed in D.T.E. 02-8 (Attachment to Reply to AL-VZ 1-2).

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title: Director

Respondent: Lawrence R. Craft

Title: Manager

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-2 Does Verizon deny collocation identification badges or access cards to individuals whose criminal history does *not* include felony convictions? If so, please state the factors that Verizon would consider in determining whether to issue a badge and card and the procedure Verizon employs for making such a determination.

REPLY: See Verizon MA's Reply to GN-VZ 1-1.

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title: Director

Respondent: Robert D. Jacobs

Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-3 Has Verizon ever suffered a security threat or breach from an employee of a collocator who had a record of felony conviction within the seven years preceding the event? If so, please provide the date of the incident, the nature of the incident and the outcome.

REPLY: On August 1, 2002, Verizon MA implemented a new requirement that collocators provide certification of felony convictions and drug testing for their employees applying for collocation badges or access cards in Massachusetts. Verizon MA has no knowledge of collocator applicants who have felony convictions within seven years and who have been provided ID badges or access cards since the adoption of this policy. Accordingly, Verizon is aware of no such incidents in Massachusetts.

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title: Director

Respondent: Lawrence R. Craft

Title: Manager

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-4 Has Verizon ever denied a collocation access identification badge or access card to a collocator's employee based on a felony conviction? If so, please state:

- a. The date Verizon issued the denial;
- b. The felony conviction which resulted in the denial; and
- c. The date of the felony conviction.

REPLY: Since this certification policy was adopted in Massachusetts on August 1, 2002, Verizon MA has received no application for a collocation identification badge or access card in Massachusetts from any collocator employee indicating a prior felony conviction.

VZ # 7

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney
Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-5 Would a collocator applicant whose drug screening revealed the presence of marijuana, cocaine, opiates, phencyclidine or amphetamines in the body be automatically disqualified from receiving a collocation access identification badge or access card?

REPLY: When a drug screening test of a collocator applicant indicates the presence of the drugs listed above, Verizon would not issue a collocation identification badge or access card for that applicant. This is the same policy that Verizon MA would apply to an applicant for employment with the company.

VZ # 8

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney
Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-6 If the answer to GN-VZ-5 is no, how would Verizon go about determining whether to issue a badge?

REPLY: See Verizon MA's Reply to GN-VZ 1-5.

VZ # 9

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney
Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-7 If the answer to GN-VZ-5 is yes, would the individual be forever precluded from obtaining a collocation identification badge or access card? If not, how long would the individual have to wait before being eligible to receive a badge or card?

REPLY: Verizon MA would not necessarily forever preclude that individual from obtaining a collocation identification badge or access. Each situation would be dealt with on a case-by-case basis.

VZ # 10

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title: Director

Respondent: Robert D. Jacobs

Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-8 Has Verizon ever suffered a security threat or breach from an employee of a collocater who was under the influence of marijuana, cocaine, opiates, phencyclidine or amphetamines? If so, please state the date of the incident, the nature of the incident and the outcome.

REPLY: Verizon MA has no record of any such incident in Massachusetts.

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title: Director

Respondent: Lawrence R. Craft

Title: Manager

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-9 Would an employee of a collocator be denied access to a Verizon facility if he or she was obviously under the influence of an intoxicant?

REPLY: Yes.

VZ # 12

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title Director

Respondent: Lawrence R. Craft

Title: Manager

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-10 Referring to DTE-VZ-1-2, Verizon states that it uses the personal information contained in the collocation identification and access card applications to “process” the applications. (a) What does Verizon mean by this? (b) How long does “Processing” an application take?

REPLY:

(a) Verizon MA refers to the “process” flow of the application from receipt to issuance of credentials. This includes reviewing the application form for completeness, comparing the application form against internal records for previous employment/cause of termination, verifying that the information provided meets the applicable criteria, gathering the necessary follow-up information if the application indicates a questionable history, and manufacturing and shipping of the credentials.

(b) “Processing” an application takes 8-10 business days provided that the necessary information is included and no subsequent follow-up is required.

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney
Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-11 Specifically, for what purpose does Verizon require social security numbers its applications?

REPLY: See Verizon MA's Replies to DTE-VZ 1-2 and DTE-VZ 2-1. In addition, such information enables Verizon to cross-check its security database to determine if the applicant was involved in any prior instances of suspected or actual misconduct on Verizon's premises while employed by another carrier.

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney

Title Director

Respondent Lawrence R. Craft

Title: Manager

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-12 Referring again to DTE-VZ-1-2, Verizon provides an example of how a social security number might be used to resolve a problem with a malfunctioning access card. Could Verizon resolve the problem by assigning each collocator a unique number which is not identified in any way with a social security number?

REPLY: The use of social security number information to confirm the identity of the applicant is an accepted practice throughout the Verizon footprint, and is identical to the applicable requirements for Verizon's own employees. Verizon has not examined the feasibility of developing, implementing, and administering an alternative number assignment system, or the mechanism to recover the associated costs from collocated carriers.

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney
Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-13 Could Verizon accomplish its security goals in such a manner as to not require an individual to provide his or her social security number?

REPLY: No.

VZ # 16

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney
Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-14 Specifically, for what purpose does Verizon require the applicant to provide his or her date and place of birth?

REPLY: See Verizon MA's Replies to DTE-VZ 2-1 and GN-VZ 1-11. In addition, such information enables Verizon to verify the identity of the applicant and the validity of his/her social security number, as well as provides further means of determining if the applicant was involved in any prior instances of suspected or actual misconduct on Verizon's premises while employed by another carrier.

VZ # 17

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

Commonwealth of Massachusetts

D.T.E. 03-29

Respondent: Lynelle Reney
Title: Director

REQUEST: Global Naps, Inc., Set #1

DATED: April 17, 2003

ITEM: GN-VZ 1-15 Could Verizon accomplish its security goals without requiring the individual to provide his or her date and place of birth?

REPLY: No.

VZ # 18