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June 1, 2005

Mary L. Cottrell, Secretary
Department of Telecommunications & Energy
Commonwealth of Massachusetts
One South Station, Second Floor
Boston, MA 02110

**Re: D.T.E. 05-04 – Complaint of Verizon New England, Inc. d/b/a
Verizon Massachusetts Concerning Customer Transfer Charges
Imposed By Broadview Networks, Inc.**

Dear Secretary Cottrell:

Enclosed for filing in the above-referenced matter is Verizon Massachusetts' First Set of Information Requests to Broadview Networks, Inc.

Thank you for your assistance in this matter.

Very truly yours,

A handwritten signature in black ink that reads "Barbara Anne Sousa".

Barbara Anne Sousa

Enclosure

cc: Jesse Reyes, Hearing Officer
Michael Isenberg, Director-Telecommunications Division
April Mulqueen, Assistant Director-Telecommunications Division
Paula Foley, Assistant General Counsel
Service List

COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

Complaint of Verizon Massachusetts
Concerning Customer Transfer
Charges Imposed By Broadview
Networks, Inc.

D.T.E. 05-4

VERIZON MASSACHUSETTS'
FIRST SET OF INFORMATION REQUESTS TO
BROADVIEW NETWORKS, INC.

Verizon Massachusetts ("Verizon MA"), requests that **Broadview Networks, Inc.** ("Broadview" or "Respondent") respond to the following information requests addressed to it or its witnesses. In the event responses to all or part of these requests will not be forthcoming in the time period established for this proceeding by the Department of Telecommunications and Energy ("Department"), kindly notify Verizon MA as soon as possible.

These requests shall be deemed continuing so as to require further and supplemental responses if Broadview or its witnesses receive or generate additional information within the scope of these requests between the time of the original responses and the end of hearings in this proceeding.

All responses should conform to the specifications as given in the Definitions and Instructions, with respect to dates, documents, claims or privileges, etc.

If Broadview feels that any request is ambiguous, please notify Verizon MA so that the request may be clarified prior to the preparation of a written response.

DEFINITION AND INSTRUCTIONS

1. With respect to each question, please state: (1) the name(s) and title(s) of the person or persons responsible for preparing the response; (2) the name(s) and title(s) of the person or persons who would be competent to testify concerning the response, whether or not that person will be called as part of the party's direct case in this proceeding.

2. In these Information Requests, "Broadview" means Broadview and its respective parents, subsidiaries, affiliates, agents, servants, attorneys, investigators,

employees, ex-employees, consultants, representatives and others who are in possession of, or who may have obtained information for or on behalf of any of the above mentioned persons or entities.

3. "Verizon" means Verizon Massachusetts, unless otherwise stated.

4. The terms "document" and "documentation" are used in the broadest sense to mean all writings and records of every type, including without limitation, written, printed, typed or visually reproduced material of any kind, the original and all copies of any and all letters, reports, memoranda, files, communications, correspondence, agreements, bills, receipts, studies, analyses, telegrams, telexes, minutes, bulletins, instructions, literature, memoranda of conversations, notes, notebooks, diaries, data sheets, financial statements, work sheets, workpapers, pamphlets, plans, specifications, summaries, recordings, tapes, drawings, graphs, indexes, charts, telephone records, photographs, photographic records, computer files, whether or not such files are presently in a hard copy form, other data compilation, or any other written recorded, transcribed, punched, taped, filed or other graphic matter including any draft of the foregoing items and any copy or reproduction of any of the foregoing items upon which any notation, work figure, or form is recorded or has been made which does not appear on the original or as to whose existence, either past or present, the responding party has any knowledge of information. "Document" and "documentation" shall also mean copies of documents, notwithstanding that the originals thereof are not in the Respondent's possession, custody or control, and all attachments to any document.

5. In the event that documents containing the exact information requested do not exist, but documents do exist that contain portions thereof or which contain substantially similar information, then the definition of "documents" which are to be identified shall include the documents that do exist.

6. If Broadview cannot answer a request in full, please answer to the extent possible and state why the request cannot be fully answered.

7. If Broadview refuses to respond to any request by reason of a claim of privilege, please state the privilege claimed and the facts relied upon to support the claim of privilege.

8. Please serve a copy of the responses to these requests on Verizon MA's attorney, Barbara Anne Sousa, 185 Franklin Street, Room 1301, Boston, Massachusetts 02110-1585. Please make every effort to expedite delivery of responses to these requests, including email, shipping by Express Mail, UPS, Federal Express, Purolator Courier, or means of equal or greater speed.

INFORMATION REQUESTS

- 1-1 Referring to Broadview Testimony at 4, has Broadview provisioned unbundled loops or ports to Verizon MA to serve retail end-user customers that have migrated from Broadview to Verizon MA? If yes, please identify the number of loops and ports, when they were installed, and whether they are still in service.
- 1-2 Referring to Broadview Testimony at 17, please provide the Service Transfer Charges billed by Broadview to Verizon MA on a per line basis and recalculate those charges on a per order basis. Please provide this data separately for Broadview's Electronic and Manual Processing rates and produce all supporting documentation used in deriving these calculations.
- 1-3 Have any Massachusetts end-user customers of Broadview migrated their service to carriers other than Verizon MA?
- 1-4 Please identify each carrier in Massachusetts that Broadview has imposed a Service Transfer Charge for Electronic Processing in connection with the migration of a Broadview retail end-user customer to that carrier. In each case, please indicate whether Broadview has provisioned (or is provisioning) unbundled loops or ports to the carrier to serve the former Broadview retail end-user customer.
- 1-5 Please identify each carrier in Massachusetts that Broadview has imposed a Service Transfer Charge for Manual Processing in connection with the migration of a Broadview retail end-user customer to that carrier. In each case, please indicate whether Broadview has provisioned (or is provisioning) unbundled loops or ports to the carrier to serve the former Broadview retail end-user customer.
- 1-6 Referring to Broadview Testimony at 4, do Broadview's Service Transfer Charges recover the costs associated with its provision of unbundled loops or ports to carriers to serve retail-end user customers that have migrated from Broadview to another carrier?
- 1-7 Referring to Broadview Testimony at 12, when Broadview disconnects a retail end-user customer without migrating to another carrier, does Broadview access its customer records to issue a final bill or for any other purpose to close the customer's account?

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

Complaint of Verizon Massachusetts)

Concerning Customer Transfer)

Charges Imposed by Broadview Networks, Inc.)

D.T.E. 05-4

SERVICE LIST

February 16, 2005

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FOR: VERIZON MASSACHUSETTS
Petitioner

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FOR: BROADVIEW NETWORKS, INC.
Respondent

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