

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

**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC- Provide a time line of the events starting with the sales contact through  
VZ-1 the return of the customer to Conversant, including any supporting  
documents.

**REPLY:**

01/31/07	Initial sales contact was made by Russell Reizenstein
02/16/07	Second sales contact was made by Russell Reizenstein and the Third Party Verification for the switch to Verizon was completed.
02/17/07	Verizon left message for customer confirming the due date.
02/18/07	Jason Thompson (Supervisor) contacted customer regarding possible misunderstanding of quoted rates.
02/23/07	Joseph Roach (Director of Sales) contacted customer regarding possible misunderstanding of quoted rates and accusations against agent.
03/08/07	In accordance with the Third Party Verification, Verizon completed the order for Colonial Manor Realty (billing telephone number 781-944-6300) to establish local service with Verizon.
3/22/07	Verizon received an electronic order from Conversant Communications requesting Colonial Manor Realty's local service be disconnected and ported to Conversant.
04/03/07	Verizon made the change requested above per the local service provider's request and disconnected the customer's local service with Verizon.
4/20/07	A full credit was issued to the customer for all charges, fees and taxes charged for the entire period that the customer had service with Verizon.

Other than what has already been provided on this record and the documents provided in response to RR-DTC-VZ-2, Verizon has no additional supporting documents.

RR #1

**Verizon New England Inc.  
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**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC-  
VZ-2 Provide copies of the service order(s) for the lines and transactions in question.

**REPLY:** See Attachment RR DTC-VZ-2.

RR #2

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

**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC-  
VZ-3 Provide any records of conversations between Mr. Roach and Colonial  
Manor Realty.

**REPLY:**  
See response to RR-DTC-VZ-1.

RR #3

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

**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC- VZ-4 Provide any records of conversations between Mr. Reizenstein and Colonial Manor Realty.

**REPLY:** See response to RR-DTC-VZ-1. In addition, the attached CD (labeled Colonial Manor Realty) contains a recording of the 2/16/07 conversation between Mr. Reizenstein and Colonial Manor Realty.

RR #4

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

**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC- VZ-5 Provide any records of conversations between Mr. Thompson and Colonial Manor Realty.

**REPLY:**  
See response to RR-DTC-VZ-1.

RR #5

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

**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC- VZ-6 Is the \$35.40 contained in the information provided in Exhibit DTC 21 within the guidelines of any approved promotional programs?

**REPLY:** At the time of the sales contact the promotional program in effect provided for a one-time credit to customers. Such a credit could be reflected in the monthly rate if the quote prorated the one-time credit over a specific period.

RR #6

**Verizon New England Inc.  
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**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC-  
VZ-7 Provide (a) the name of the sales agent that employed Mr. Reizenstein, Mr. Roach and Mr. Thompson at the time in question; (b) the title of each person; (c) whether the agent is still employed by Verizon; and (d) whether each person is still employed by the agent.

**REPLY:**

- (a) Venture Group Enterprises, Inc.
- (b) Mr. Reizenstein, Agent  
Mr. Roach, Director of Sales  
Mr. Thompson, Supervisor
- (c) Venture Group Enterprises, Inc. is still employed by Verizon
- (d) Mr. Reizenstein, Mr. Roach and Mr. Thompson are still employed by the agent.

RR #7

**Verizon New England Inc.  
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**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC- VZ-8 Provide any record from the TPV provider demonstrating that it performed a TPV for Colonial Manor Realty.

**REPLY:** A copy of the electronic log from the Third Party Verification company is attached on a CD (labeled Colonial Manor TPV database).

RR #8

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

**Commonwealth of Massachusetts**

**Docket No. 07-SL-7**

**Respondent:** John Conroy  
**Title:** Vice President - Regulatory

**REQUEST:** Department of Telecommunications and Cable, Record Request

**DATED:** June 28, 2007

**ITEM:** RR-DTC- VZ-9 Please identify the name of the Verizon agent on the TPV transcript and tape provided in Exhibit DTC-Verizon-1-1.

**REPLY:**  
Russell Reizenstein

RR #9