

# Section 5

## *Intra Lata Presubscription*

Attached is the ILP Tracking Report for Verizon-Massachusetts, Inc. (Verizon-MA) as required by the Department of Telecommunications and Energy (DTE) in Docket 96-106-A. Verizon-MA is required to file the following data with the DTE:

1. Semi-annual updates regarding any changes in the deployed technology that will allow any category of non-eligible calls to be considered eligible for ILP;
2. Monthly report of the number of calls made to the toll free informational number versus those calls made and/or transferred to the specialized representatives and the number of affirmative ILP selections, during the ninety days following implementation;
3. Monthly report of the percentage of Verizon-MA toll market share; and
4. Monthly report with the number and percentage of ILP orders that have been successfully completed within 24 hours, 2 days, and 3 – 5 days

## Massachusetts ILP Tracking Report

(July 1, 2002 – July 31, 2002)

### TOLL FREE INFORMATION NUMBER

Activity	Status
Calls To Toll Free Number	* 0
Calls Transferred To Specialized Representatives	* 0
Total ILP Affirmative Line Selections	47,520

### VZ-MA % PRESUBSCRIBED LINES

Activity	Status
% of Retail Lines Presubscribed to Verizon-MA	84.7%

### SERVICE QUALITY

Activity	Number of Lines	% Worked
% of Lines Worked within 1 Day	41,599	87.54%
% of Lines Worked within 2 Days	5,749	97.09%
% of Lines Worked within 3 – 5 Days	172	100%

Notes: \* As per the DTE approval on August 20, 1999, the toll-free informational number and specialized representative group were deactivated effective September 15, 1999.