

BEFORE THE
COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

IN RE: VERIZON SERVICE QUALITY IN)
WESTERN MASSACHUSETTS) D.T.C. 09-1
)
)

PRE-FILED DIRECT TESTIMONY

OF

MYLES CALVEY,

BUSINESS MANAGER OF THE INTERNATIONAL BROTHERHOOD

OF ELECTRICAL WORKERS, LOCAL 2222

ON BEHALF OF

THE INTERNATIONAL BROTHERHOOD

OF ELECTRICAL WORKERS, LOCAL 2324

NOVEMBER 9, 2009

1 Q: PLEASE STATE YOUR NAME AND BUSINESS ADDRESS FOR THE
2 RECORD.

3 A: My name is Myles Calvey. My business address is 1137 Washington Street,
4 Dorchester, MA 02124.

5

6 Q: PLEASE STATE THE NAME OF YOUR EMPLOYER AND YOUR POSITION
7 TITLE.

8 A: My employer is IBEW, Local 2222, which is the union for Verizon employees
9 working in the Metro Boston area: downtown Boston, Wakefield, Wellesley, and
10 Weymouth. I have been the Local 2222 Business Manager and Financial Secretary since
11 1988.

12 I am also Chairman of the System Council T-6, and have held that position since
13 1994. As Chairman of the System Council T-6, I represent six IBEW Local chapters in
14 Massachusetts,¹ along with Local 2323 in Rhode Island.

15

16 Q: WHAT ARE YOUR RESPONSIBILITIES IN YOUR CURRENT POSITION?

17 A: As the Local 2222 Business Manager, I collect dues and run the local. As System
18 Council T-6 Chair, I am the main negotiator for the locals within the Council and
19 negotiate contracts between the locals and Verizon New England d/b/a/ Verizon
20 Massachusetts (“Verizon MA” or “Verizon”).

21

22 Q: WHAT IS YOUR BACKGROUND AND EXPERIENCE RELATIVE TO
23 TELEPHONE SERVICE QUALITY?

¹ Local 2222, Local 2313, Local 2321, Local 2322, Local 2324, and Local 2325.

1 A: Before becoming a full-time employee of IBEW, Local 2222, I was an employee
2 of Nynex, Bell Atlantic, and Verizon MA for twenty years. From 1968 to 1971, I was a
3 cable splicer for New England Telephone. From approximately 1971 to 1984, I was an
4 Installation and Repair (I&R) technician. From approximately 1984 to 1986, I was a
5 systems technician for AT&T. From approximately 1986 to 1988, I was a technician for
6 Nynex. Additionally, I have a degree in business administration from Boston College.

7

8 Q: WHAT IS YOUR UNDERSTANDING OF THE NATURE AND SCOPE OF
9 THE CURRENT PROCEEDING BEFORE THE DEPARTMENT OF
10 TELECOMMUNICATIONS AND CABLE?

11 A: It is my understanding that the state of Massachusetts is investigating the level of
12 service quality and investment in Western Massachusetts by Verizon MA.

13

14 Q: ON WHOSE BEHALF ARE YOU TESTIFYING TODAY?

15 A: Today, I am testifying as the IBEW Local 2222 representative in support of
16 IBEW Local 2324, an Intervenor in this case. IBEW Local 2324 is made up of my union
17 colleagues who work in the Western Massachusetts service territory of Verizon MA.

18

19 Q: WHAT IS THE PURPOSE OF YOUR TESTIMONY TODAY?

20 A: I am providing the Department of Telecommunications and Cable with
21 information that I believe is relevant to its investigation in to the service quality problems
22 of Verizon MA. In particular, I have first-hand knowledge of Verizon's institutional

1 policy over many years, including recent years, of avoiding investment into basic
2 telephone service in the more rural areas of Massachusetts.

3

4 Q: WHAT ARE YOU BASING THIS TESTIMONY UPON?

5 A: I am basing this testimony on both prior and recent discussions with Verizon MA
6 management, my job experience, and experience with the way that Verizon handles
7 complaints and investment in Western MA, compared to the Boston area.

8

9 Q: PLEASE DESCRIBE WHAT YOU KNOW ABOUT VERIZON MA'S
10 MANAGEMENT DECISIONS AND POLICIES REGARDING MAKING
11 INVESTMENT OR WITHDRAWING INVESTMENT FROM WESTERN
12 MASSACHUSETTS.

13 A: There is a difference in investment decisions for the western part of the state
14 versus the eastern part of the state. The different treatment in investment decisions for
15 Western MA and Eastern MA were discussed in New England Telephone meetings with
16 business managers that I have attended as long ago as 1988 for New England Telephone.²
17 This type of decision making continues today, at Verizon MA. For example, in one
18 meeting, Bob Mudge, a past president of Verizon MA, informed me that the Verizon MA
19 would not be making any new investments in Western Massachusetts.

20 When Verizon MA was rolling out DSL, I attended a meeting at 185 Franklin
21 Street, Boston, MA. The topic was the deployment of DSL in 2000 or 2001 in Boston.
22 The meeting was with Bob Mudge, Vice President of Engineering Paul Lacature, and

² In 1992, New England Telephone was merged with Nynex and became identified as Nynex. In 1997, Nynex then became identified as Bell Atlantic, and in 2000, Bell Atlantic became identified as Verizon MA.

1 Business Manager of Local 2324 Billy Gorman. Ted Alesio was manager in charge of
2 deploying DSL. Billy Gorman kept asking why there was no DSL in Western MA. Since
3 then, the Company has done some limited DSL in Western MA, but has not invested with
4 DSL in other parts of Western MA.

5 In an example of a reduction of investment and loss of resources in Western MA,
6 Verizon took many of its technicians out of Western Massachusetts, so that the
7 technicians could work on installing FIOs in Woburn, which is in Eastern MA, in the
8 Boston area. I know that two employees quit because they could not make the commute.
9 Around November 2005, I met with Bruce Bader, a third liner (third level manager) in
10 construction, and he informed me that there was going to be no need for those two people
11 in Western Massachusetts and that the Company had no interest in doing business there.

12 From what I have heard and observed, Verizon MA picks and chooses where it
13 will provide basic telephone service. It prefers to serve areas where customers will
14 support optional services such as FIOS and DSL. For less affluent areas such as
15 Springfield, MA, where these optional services might not be supported by customer
16 demand, Verizon MA fails to give them attention in the same way as it does to the Boston
17 area.

18

19 Q. ARE YOU AWARE OF ANY PROBLEMS IN OBTAINING RESOURCES TO
20 RESOLVE SERVICE QUALITY PROBLEMS IN WESTERN MA?

21 A: I understand that Verizon has shipped 30 service technicians from the Cape area,
22 into Western MA, because of the Department's investigation. In my experience, Verizon
23 MA has never shipped people out to Western MA from the Cape area, except when there

1 has been an ice storm in Western MA. I understand that the 30 technicians will be in
2 Western MA until the end of November 2009, for a total of five weeks. Except for this
3 year, such a move has been unheard of since 1968. There is an idea within the Company
4 that the 413 area code does not count.

5

6 Q: HOW WOULD YOU COMPARE THE SERVICE QUALITY THAT VERIZON
7 MA PROVIDES TO WESTERN MASSACHUSETTS COMPARED TO EASTERN
8 MASSACHUSETTS?

9 A: It is generally taken for granted among the Verizon MA workforce and within the
10 Company that a trouble in Boston is taken care of more quickly than a trouble in Western
11 Massachusetts. Just a few people will be sent out to Western Massachusetts for a service
12 call, but a lot more technicians get sent into Boston for a service call. There is a
13 difference between the service that customers in the 617 area code receive versus the
14 service that customers in the 413 area code receive. Verizon MA sends repair people to
15 fix troubles in the 617 area code before it sends repair people to fix troubles in the 413
16 area code. For example, in my experience, technicians get sent every summer to the Cape
17 to do work, but they generally do not get sent to the Berkshires to do work every summer.

18

19 Q: WHAT IS A FORM 3722-19, THE PROCESS ASSOCIATED WITH IT, AND
20 HOW FREQUENTLY IS IT USED?

21 A: A Form 3722-19 is intended to record preventative maintenance jobs. Basically,
22 if someone goes out and they see bad plant that cannot be fixed quickly, they will fill out
23 a Form 3722-19, noting the problem and the repair needed, put the form on file, and go

1 out and repair it at a later time. For example, a Form 3722-19 has been used to describe
2 damaged cable. Ninety-nine percent of the reports have to do with ground wire
3 problems.

4 Service technicians have the blank Form 3722-19 with them all of the time. How
5 often it is used depends on the area. They are often used on problems associated with
6 older plant and copper wires used for basic landline service. In Verizon MA areas that are
7 served by members of Local 2222, these forms are used less often because the areas are
8 on newer infrastructure and no longer on older copper lines.

9

10 Q: IS THERE ANY REASON FOR VERIZON MA TO DELAY ADDRESSING
11 PROBLEMS THAT HAVE BEEN RECORDED ON A FORM 3722-19?

12 A: The reason for a delay is cost. In the past, fixing a problem on a Form 3722-19
13 would be routine, like changing the oil on a car. Now, because of the loss of landline
14 accounts, it is one hundred percent expense for Verizon MA to fix a problem on a Form
15 3722-19 problem that is associated with basic service from copper lines, and which does
16 not generate meaningful income.

17

18 Q; IS THERE A DIFFERENCE BETWEEN DISPATCHING A TECHNICIAN TO
19 ADDRESS A TROUBLE IN WESTERN MASSACHUSETTS VERSUS
20 DISPATCHING A TECHNICIAN TO ADDRESS A TROUBLE IN EASTERN
21 MASSACHUSETTS?

22 A: The number of garages, or work locations, that are scattered over Western
23 Massachusetts are fewer now than in the past. Closings of garages are expedited for

1 Western Massachusetts. Technicians from Western Massachusetts have been taken out
2 of Western Massachusetts to work on FIOS in Woburn. The fewer number of technicians
3 and work locations mean that dispatch in Western Massachusetts takes longer, or happens
4 less, now than it did before.

5

6 Q: CAN YOU EXPLAIN WHAT THE TERM, “SCRUBBING” MEANS AND
7 HOW IS IT USED?

8 A: I can give an example of what is meant by “scrubbing.” A customer calls in a
9 trouble, and gets an automatic message. The message tells the customer that the problem
10 is in the customer’s phone. The message will say that Verizon MA has tested the line
11 through an automatic test, and it states that the customer should call back if trouble
12 persists. The customer calls back, and waits, and nothing happens. The customer calls
13 again after two more days, and Verizon MA tells the customer that the line tested okay.

14 Scrubbing occurs when the automatic pretest shows that the line tested ok, and
15 even though the customer keeps reporting a problem, the Company will point to the
16 results of the automatic test to tell the customer that there is no problem. If the automatic
17 test is okay, the Central Office will not dispatch any service technicians. If a Dispatch
18 Manager gets a trouble reported from Western Massachusetts, that report is more likely to
19 be scrubbed than if the trouble were reported from other places. Dispatching a technician
20 from Berkshires to Springfield means travelling about two hours, one way. Garages or
21 work locations in Western Massachusetts are fewer and farther apart, now. But a
22 dispatch in the Boston area would take about 20 minutes.

1 Q: PLEASE EXPLAIN IN MORE DETAIL THE NATURE OF THE AUTOMATIC
2 PRETEST.

3 A: An automatic test is conducted on the line with the reported trouble, and will test
4 for resistance. If a house is measured at a certain resistance level, and the test shows that
5 the line has a lower resistance level than the house, then the Company's line is in trouble
6 and the trouble is outside the house. If the resistance is the same in the line as resistance
7 in the house, the trouble is in the house. It is difficult to use the automatic test for
8 complaints of static or crossed lines because the automatic pretest will often generate a
9 false "okay" for those particular problems. The test will show that the line is good all the
10 way to the customer's home, but there can still be static on the line experienced by the
11 customer.

12

13 Q: WITHIN VERIZON MA, HOW WIDELY KNOWN IS IT THAT THE
14 AUTOMATIC TEST CAN GENERATE A FALSE OKAY FOR A LINE REPORTING
15 TROUBLE?

16 A: Any technician would know about this. But it is the supervisor at the Dispatch
17 Center that decides whether a technician will be dispatched.

18

19 Q: WHAT ARE NIGHT TOURS?

20 A: Night tours are the shifts that run beginning from 1 p.m. and that last for eight
21 hours or more.

22

1 Q: HOW DO NIGHT TOURS IN WESTERN MASSACHUSETTS COMPARE TO
2 THE EASTERN MASSACHUSETTS?

3 A: There have been night tours in Boston for over 41 years. Night tours run from 1
4 a.m. to 9 p.m. A customer can call at 8:30 p.m. and get someone to respond to their
5 complaint. To my knowledge, there are comparatively fewer night tours in Western
6 Massachusetts. Verizon MA places the most night people in Boston.

7 Comparing Out Of Service (“OOS”) events in Back Bay versus Springfield, there
8 will be a rush to repair in Back Bay, while Springfield has to wait for two days. The
9 same difference in response time applies whether the number of customers experiencing
10 the problems in the given location is big or small.

11

12 Q: WHAT IS YOUR OPINION OF THE SERVICE QUALITY OF VERIZON MA
13 IN WESTERN MASSACHUSETTS COMPARED TO ITS SERVICE QUALITY IN
14 EASTERN MASSACHUSETTS?

15 A: Service is not great, and is often inadequate.

16

17 Q: CAN YOU SUMMARIZE YOUR CONCERNS AND RECOMMENDATIONS
18 FOR THE DEPARTMENT?

19 A: Verizon should provide the same service to Springfield customers as the service
20 that they give to their customers in Boston.

21 The Company might argue that high expense and low revenue is a problem in
22 Western Massachusetts. My understanding after years in the industry is that Verizon
23 MA’s policy does not emphasize service quality, but rather revenue and bottom line. The

1 level of service quality that Verizon MA committed to in 1994 should be re-implemented.
2 What Verizon MA did back then was 100 percent regulated, and all increases had to be
3 approved by the Department of Public Utilities. This held the Company's feet to fire.
4 Then, in the service quality standards proceeding, the state removed price regulations.
5 Service has worsened as a result, since 1997-1998.

6 I believe that Verizon does not want to continue to serve Western Massachusetts
7 It does not care if it loses landline customers in Western MA, because Verizon MA is
8 losing money in its landline business in the western part of the state. For people in
9 Western MA, however, wireless service is not always a reliable option and does not
10 include 911 service.

11

12 Q: DOES THIS CONCLUDE YOUR TESTIMONY?

13 A: It does, at this time. However, I reserve the right to supplement my testimony if
14 new information becomes available.